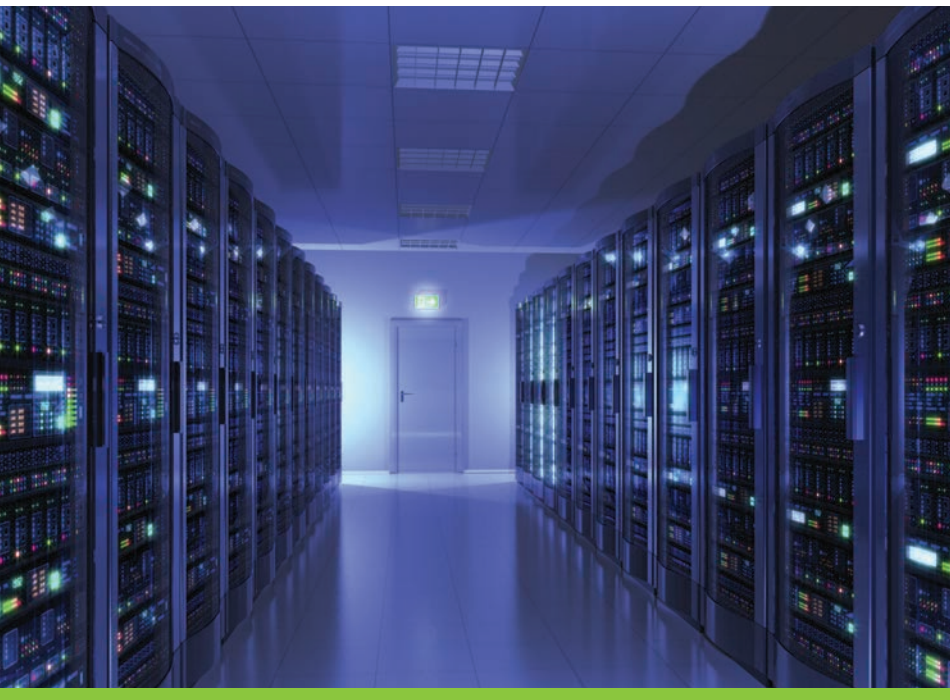# Driven Global Deployments

An International Presence, where you need it, when you need it.

Overview

In today's environment of international litigation you need a service provider that can meet your needs in any region. With complicated international regulation on data security and individual privacy, your international vendor should be able to deploy where you need it almost instantly, while complying with local and international requirements. Driven employs experts in cross border eDiscovery and international privacy issues, and can manage your global deployments seamlessly, while complying with all applicable regulations.

- Rapid deployment on five continents

- Highly secure data centers compliant with dozens of certifications

- Scalable to meet every case's needs

- Team of data privacy consultants with expertise on international regulations

Presence

Driven can deploy on demand data centers at 20 locations in over a dozen countries. With a deployment in any of our international locations, you will receive the same seamless, secure service that Driven is known for. With data centers on five continents, wherever you need to be, we are already there ready to deploy our service.

- 20 data centers around the globe

- Seamless, secure Driven services regardless of location

- Data centers can grow upon demand to scale with your needs

- US personnel handle all international projects, in order to work within the same time zone of the client and who understand US litigation and investigation needs, but foreign-based project management can be provided if needed

CONFIDENTIAL

Navigate with Precision.

Security

Driven's on demand data centers enjoy the same data security as Driven's own data center. Driven's international data centers leverage the same private cloud service as within the US, and Driven security has never been breached.
In addition, the physical security of these data centers is unparalleled. They have passed our rigorous inspection, and are ISO 27001 certified as well as PCI DDS Level 1 compliant, in addition to numerous other standards.

- Intense physical security protected by biometrics, keycard access, and on site 24 hour security staff

- Numerous security certifications including ISO 27001

- If required, data will never enter the US in order to comply with international data security requirements

Cost Effective

Since our data centers are deployed on demand, we do not have extensive infrastructure costs we need to pass on to you. Driven's on demand deployment means you have the resources where you need them, when you need them. Also, foreign projects are at no additional cost, unlike most companies that charge additional for processing, hosting, and project management in foreign locations.

- Competitive cost model that allows you to just pay for what you need

- Machine translation available to cost effectively review foreign language ESI

INTERNATIONAL DATA CENTER LOCATIONS
Amsterdam, The Netherlands
Croydon, England
Dublin, Ireland
Frankfurt, Germany
Hong Kong, China
London, England
Madrid, Spain
Milan, Italy
Montreal, Canada
Osaka, Japan
Paris, France
Portsmouth, England
Seoul, Korea
Singapore
Stockholm, Sweden
Sydney, Australia
Toronto, Canada
Tokyo, Japan
Vancouver, Canada

DATA PRIVACY
Since our data centers can be deployed within local jurisdictions, it is an ideal solution for complying with data privacy issues and blocking statutes.

DATA CENTER SECURITY COMPLIANCE
- HIPAA
- SOC 1/SSAE 6/ISAE 3402 (formerly SAS70)
- SOC 2
- SOC 3
- PCI DSS Level 1
- ISO 27001
- FedRAMP(SM)
- DIACAP and FISMA
- ITAR
- FIPS 140-2
- CSA
- MPAA

MACHINE TRANSLATION
When reviewers are working outside their native tongue, Driven offers complete machine translation services

Driven, Inc.

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DRIVEN

Legal Radius:
Effective Transcript and Exhibit Manager

LegalRadius
Simple. Powerful.

Law firms managing multidistrict litigation, serial litigation or large related matters can benefit by using Legal Radius as a transcript and exhibit management solution that is accessible from anywhere by all team members. Storing materials that will be reused for future matters in a central location ultimately saves both legal teams and corporate clients' time and money, as there is no need to start from scratch in assembling documents for related litigation. This web-based application also saves firms from having to devote IT personnel and hardware to their trial prep solution.

With nearly a decade of experience online, Legal Radius stands out as the easiest to use, most powerful transcript and exhibit management solution on the market. Collaborate with your trial team, conduct exchanges and prepare for trial with ease wherever you are located, no matter what device you are on. Designed by litigation support specialists and refined through years of use by scores of trial teams, Legal Radius is the right fit for your case. With its modern design and intuitive layout, Legal Radius feels like software you have already used and are comfortable with. Users require little to no training to begin working, thus shortening ramp-up time and boosting productivity.

Savvy legal teams know that leveraging smart litigation software helps them perform better and improve the way they organize evidence in preparation for trial. As you prepare, Legal Radius is the tool you need to annotate transcripts, issue-code designations, create reports & full color printouts. You can also watch streaming synced video & create video clips. With Driven's proven transcript and document manager, you can take a lot of the effort out of managing exchanges and generating exhibit lists with the push of a button - all from a single location. No other tool offers this capability in such a simple to use format.

Benefits of a Cloud-Based Document Manager

As more and more legal firms are digitizing their databases and archives, they are realizing the time and cost savings of turning to cloud-based document management, and making it a cornerstone in their process for online trial preparation.

Benefits include:
- Streamlined communication and improve collaboration with joint defense groups, experts and corporate clients, regardless of where they are located in the world
- Secure real-time access to all work products, transcripts, video, documents, exhibits, graphics and other evidentiary materials

Transcript Manager Features
### Simple, Powerful Deposition Management Software
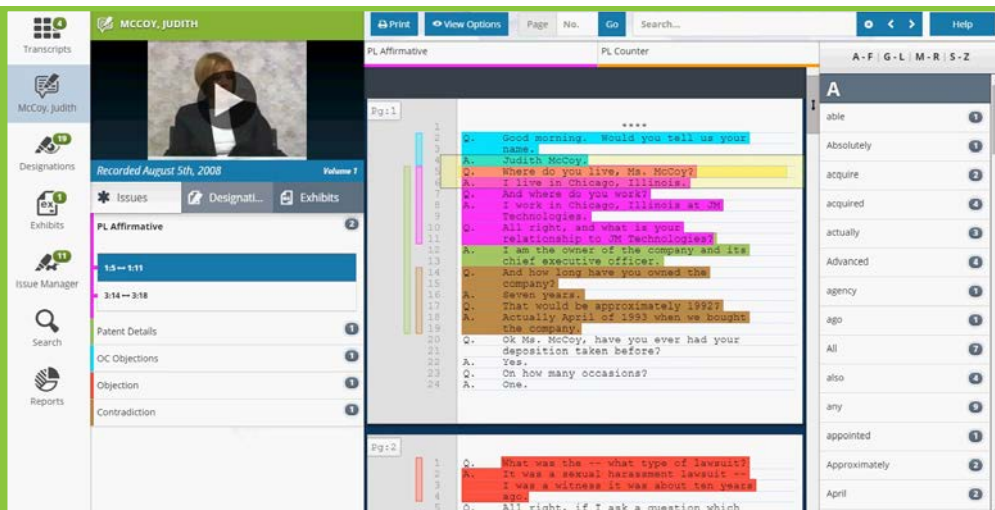
Benefit from robust features that allow you to:

- Streaming Synced Video Transcripts
- Layered Designations and Multi-Issue Designations
- Exhibit Linking
- Full Color Transcript Printout with Designations, Issues And NotesPowerful, Flexible Reporting
- Search Across All Transcripts
- Export Video Clips

Document Manager Features

A smart SharePoint® alternative with a well-rounded document manager feature set, Legal Radius improves the way you organize your evidence in preparation for trial.
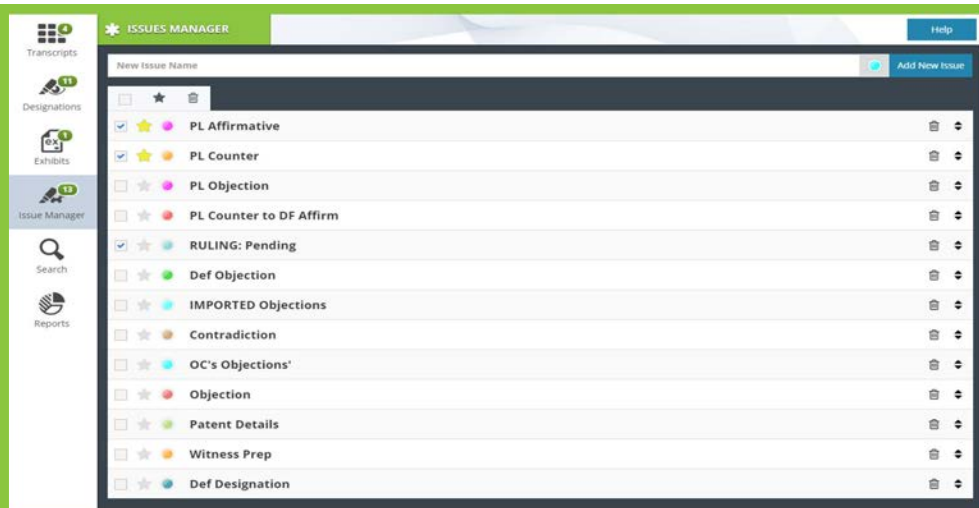
Benefit from robust features that allow you to:

- Batch upload all file types with no size or type limitations
- Code, search, and organize documents by key topics or themes
- Folder materials with public and private settings for secure user controls
- Apply Boolean searches across your document collection using built-in OCR
- Hover over documents to view thumbnails, including multiple-page views
- Archive graphics and data for MDLs and serial litigation

DRIVEN®
A SOLUTIONS
BASED COMPANY

Consulting
INFORMATION
GOVERNANCE

INFORMATION GOVERNANCE INCREASES THE VALUE OF INFORMATION.

ORGANIZATIONS SHOULD RETAIN INFORMATION THAT IS REQUIRED FOR BUSINESS, LEGAL, OR REGULATORY PURPOSES – AND NOTHING ELSE.

Driven assists organizations in achieving their Information Governance objectives by developing policies and practices surrounding information. Driven's Consultants are experienced lawyers and technologists who work with in-house counsel, IT professionals, and business units to determine how organizational data is created, organized and managed. We design and implement data compliance programs based on each organization's unique business operations, compliance programs, and risk tolerance.

SERVICES INCLUDE:

Data Risk Assessments
The value of an Information Governance program is best measured by the cost and risk it mitigates. Unmanaged data has hidden costs: decreased productivity, data infrastructure and support services, voluminous and expensive e-Discovery, increased exposure to data breaches, and potential noncompliance with legal and regulatory requirements. Driven works with organizations to measure the true costs of data, identify corresponding goals and priorities, and then devise a plan to achieve the goals.

Data Inventory and Mapping
Information Governance programs begin with identifying all the information that must be governed. After years of data sprawl, organizations often find that the locations and flow of their data are unclear. Driven works with business, legal, and IT departments to create a data map that identifies data sources, redundant data, and data requiring special protection or additional action (e.g., personally identifiable information, other data protected by statute or regulation, third party proprietary data, privileged data, highly sensitive commercial data, etc.). The data map serves as a convenient reference to facilitate monitoring and enforcement of Information Governance policies.

> **Representative Engagement**: Driven catalogued the data held by the U.S. division of a multinational pharmaceutical company. The organization had purchased several organizations over years, acquiring the data of each, with little insight into that data. Through interviews of employees and the right software tools selected by Driven for this project, Driven mapped all of the organization's data, including repositories current employees did not even know existed. This data map was key to opportunities to then remediate stale and redundant data.

Data Compliance and Information Retention Programs
- Data, network, and device use and management policies
- Records retention schedules
- Social media policies
- Legal hold process
- GDPR compliance
- Data policy implementation and employee training
- Audit programs

Data policies and programs must reflect data goals, business objectives, applicable statutes and regulations, and technology available to the organization. Driven works with personnel across the client organization to update existing data programs (or create new ones) that are tailored to the client's needs, budget, goals, and existing or planned technologies. Data compliance programs include written policies and the procedures required to implement policies.

> **Representative Engagement**: Driven developed information schedules and retention policies for a global retail manufacturer. Retention policies were a required first step to identify data that could then be eligible for deletion. Driven worked closely with the manufacturer's in-house counsel and IT department, and interviewed key company stakeholders on the nature of all information. It then created policies that met the organization's business, legal, and regulatory needs, and defined data that could be deleted.

Data Remediation & Defensible Disposition of Active & Legacy Information

Data remediation involves organizing data to be retained and disposing of stale data. Driven ensures this process is both cost effective and legally defensible. Driven can segregate and reorganize high value data using computer analytics and other search strategies. The "cleaned" data may be left in place, reorganized within the existing platform where it resides, or migrated to a new platform. Driven will then archive or remove low value data from the organization's data systems. Companies anticipating a data migration are especially well positioned to remediate data as part of the migration process.

Driven can also migrate contracts into contract management systems and use computer analytics to inventory and classify contracts based on key contract provisions.

Beyond data, Driven also has experience remediating paper records, including multiple warehouses with millions of records.

> **Representative Engagement:** Driven worked with a national company to reorganize data and delete stale data. Driven identified and helped implement the software to analyze and remediate certain data sources. Driven devised and executed a work plan to implement the data retention and deletion policies, organize the data into its required taxonomy, apply different retention periods to each category of the organized data, and apply statistical sampling methodologies to verify results.

eDiscovery and Litigation Readiness Playbooks

Litigation readiness programs provide a "playbook" that enables organizations to better understand the steps they need to take, and different choices they can make, in the discovery process. From the preservation, collection, and production of information to privilege logging, proportionality, and data security measures, our readiness programs offer well-tailored guidance and actionable suggestions that will lead to better results in litigation and discovery.

> **Representative Engagement:** An organization litigates frequently in both local courts and across the United States. Driven developed a "Discovery Playbook" that included practical checklists that spotlighted key potential areas of risk and savings identified for that organization related to the nature of its different cases. Based on risk and cost considerations, different options were provided for different types of cases for handling preservation, collection, and technology-assisted review ("TAR"). These practical materials provided helpful guidance to the organization, together with its different outside and local counsel, to manage the course of its litigation.

M&A Data Preparation, Due Diligence, and Integration

M&A values today are often influenced by data. Company valuation may be affected by the sophistication or risk of its data profile; cleaning up data may decrease risk and increase value. Liability risk diligence can be greatly enhanced through analysis of an organization's data. Transaction agreements often contain conditions about data transfer, which means that data must be identified and transferred, and sometimes deleted from the original source. In addition, merging organizations often need to integrate their existing Information Governance programs, which may require modifying and implementing policies for one or both of the merged parties.

> **Representative Engagement:** Company A spun off two subsidiaries and then sold them separately to Company B and Company C. Each purchase agreement required certain data relevant to operations to transfer to Company B or Company C. Company A had terabytes of data that included sensitive data it did not want to transfer, intermingled with data it was obligated to transfer to either Company B or Company C. Driven identified and facilitated the transfer of the respective data, while ensuring Company A did not divulge its own sensitive information.

Data Management Software Assessment, Migration, and Implementation

Technology solutions are key to almost all services Driven provides. Depending on what technologies organizations already have available to manage their data, they may or may not be able to meet their data goals. Driven helps organizations evaluate the features of their existing solutions and, if needed, assess new technologies for procurement in order to meet goals. Driven also assists in the administrative setup and use of existing and new tools, facilitates migration to new platforms, and advises on the operation of data management technologies. Technologies Driven has assessed include document and data management platforms, data remediation solutions, and retention schedule management tools.

DRIVEN®

A Solutions Based Company

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Corporate Fact Sheet

Corporate Overview

Founded in 2001, Driven quickly emerged as a technology leader in eDiscovery due to its ability to overcome its clients' challenges of working with large and complex data sources. Products in the market at that time were simply not designed to support the growing volume and complexity associated with big data.

As a technology company, Driven was able to engineer creative solutions to challenges not addressed by existing products. With a focus on maximizing efficiency, flexibility, scalability, and automation in eDiscovery, Driven leveraged best-of-breed technology to reduce the cost and risk associated with large data volumes. This has led to the development of Driven's unique solutions that enable law firms and corporations to interface with one provider for data management through discovery. Driven's in-house software development team continues to solve the industry's most complex data challenges.

Driven's end-to-end solution includes:

1. Information Governance
2. Defensible Deletion
3. Data Mapping
4. Legal Hold
5. Custodial Interviews
6. Remote & On-Site Collection
7. Preservation
8. Early Case Assessment
9. Analytics
10. Processing
11. Technology Assisted Review
12. Managed Review
13. Production
14. Presentation

Driven Teams Enhance Customer Support

Even the best tools and services may not meet your needs if they are not coupled with guidance from someone who has been in your position. Assistance from an experienced user may be just what is needed to leverage those tools in the most efficient and effective way for your project.

Led by experienced eDiscovery attorneys, Driven's service teams are available to advise on best practices for defensibility and efficiency throughout every phase of data management and eDiscovery.

Consulting

Driven's team of expert attorneys, many of whom with Fortune 100 and AMLAW 100 backgrounds, can assist clients in all areas of data management, eDiscovery, and process refinement. Their vertical expertise spans a vast number of disciplines, and they can provide "C-Suite"-level communication on many areas of the law, including:

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LEADERSHIP TEAM
Ozzy Jimenez
Chief Executive Officer

Brian Cunningham
Chief Financial Officer

Mike Jreige
Chief Operating Officer

Wynter Grant
Chief Revenue Officer

LOCATIONS
**NEW YORK, NY
LOS ANGELES, CA
CHICAGO, IL
HOUSTON, TX
MIAMI, FL
WASHINGTON, DC**

DRIVEN®

Mergers & Acquisitions (M&A), Structured Data, Energy, Investigations, Banking, etc.

Project Management and Litigation Support Services

Driven's support teams are available 24/7/365, so clients are never without assistance. Certified team members (Relativity, ONE, PMP, CAAT) offer their expertise to manage all data lifecycle phases, budgets, deadlines and compliances. If clients are already involved in litigation, Driven's experienced attorneys and certified staff can provide consultative support to assist with data management and eDiscovery issues.

Managed Review

Driven's Managed Review team integrates the full power of the technology offering with expert attorney reviewers. This maximizes the efficiency of the entire review process, and enables cost predictability, a streamlined workflow, deadline compliance and the most accurate document review. Our services include:

- Fixed-fee attorney staffing
- Assistance in drafting an efficient review protocol that includes background of case
- Tagging protocols
- Explanation of case-specific substantive issues highlighting best practices
- Implementation of QC controls created in conjunction with the Review Protocol
- Provision of document review facilities and project management in a variety of jurisdictions
- Provision of daily data review metrics
- Facilitation of communication among reviewers, counsel and client in most efficient way possible

Software Solutions

Driven offers Driven Governance, the ONE platform and Relativity for data management and eDiscovery:

Technology Partners

Driven leverages the technology of industry leading partners to deliver its end to end platform globally. These are some of the partners we currently work with:

Corporate Facts Box

Years in Business	15
No. of Employees	145
No. of Users	10,063
Annual Data Hosted	676 TB
Annual Data Processed	138 TB

Contact Driven

To find out more about Driven's eDiscovery and Project Management Solutions, Consulting or Services, or for a demonstration of the advanced ONE end-to-end eDiscovery platform, please contact us.

- info@driven-inc.com
- 1.877.637.4836

Driven, Inc.

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Driven's forensics team has a wealth of experience performing investigations from work with law enforcement, the government, and corporate customers. The forensics department is equipped to handle a wide variety of investigations and has licensed private investigators, certified EnCase examiners, as well as analysts experienced with courtroom testimony and reporting.

EMPLOYEE MISUSE INVESTIGATIONS

Company policies are put in place to protect the employees as well as the company from liability. Violations of these policies are often difficult to detect without investigation. Is an employee visiting inappropriate sites at work? Are they engaging in business other than the company's business? Computer forensic investigation can reveal this behavior.

LEAK INVESTIGATIONS

Your intellectual property is often your most valuable company asset. Do you suspect an insider is sharing it with others? Whether it is a disgruntled employee chatting about your company to others, or an employee looking to sell IP in exchange for a new job, computer forensic investigations can identify the leak and help you put a stop to it.

MALICIOUS EMPLOYEE ACTIVITY

Employees engaging in criminal behavior can put your company at risk and potentially endanger other employees. Assisting the police with internal investigation components can help mitigate the risk and reduce company liability. Driven's forensic department has experience investigating criminal matters and has licensed private investigators.

INTRUSION AND DATA COMPROMISE

If you are in possession of data regulated by the government like HIPAA data or state regulated personal information, you are likely required to report any potential breach or loss of that data. How can you react quickly to determine if you have been hacked, had an insider leak out information, or other data loss? Driven's forensic department has the experience and agility to react quickly and provide you the answers you need.

DATA RETENTION AND CONSULTING

How are you treating the data of employees that separate from the company? Whether that data could be subject to a litigation hold, or just contain valuable evidence, you should be holding on to it. Driven's forensics team can help guide you through a procedure for retaining the data of employees who leave the company and protecting yourself against possible future litigation for employees that are terminated for cause. We can even hold the data for you at our facility.

DRIVEN

FORENSICS

TECHNOLOGY
- Cutting edge tools
- Industry-leading techniques
- Infrastructure's high throughput/low overhead enables quick turnaround
- Customizable tools
- Ability to extract & process previously impossible to reach data

ADAPTABILITY
- Driven can forensically process numerous types of computer systems and storage devices.
  (see reverse for a sample of the items we commonly collect)
- Various offices offer quick on-site turnaround
- Domestic & international collections
- Remote collections
- Self collections

EFFICIENCY
- Searching & culling can be performed INSIDE the forensic process
- Streamlined methodologies for increased capacity, speed, and savings
- Custom-developed automated forensic processes

SERVICE
- Staff certified in the use of industry-leading tools
- Experienced in full litigation support lifecycle
- Exceptional communication & situational awareness
- Quick problem resolution
- Constant awareness of project status
- Daily updates

DEPENDABILITY
- Impressive reputation for reliability & professionalism
- Complete dedication to the success of our clients
- Data integrity throughout the entire process

INTEGRATION
- Forensic output processed directly into Driven's ONE online case management system
- Multitude of industry-standard forensic formats & tools supported

ADAPTABILITY - DEVICES ACCEPTED FOR FORENSIC EXPLORATION

- Online e-mail accounts - A Driven Exclusive*
- Laptops
- Desktops
- Flash drives
- E-mail servers
- File servers
- RAID arrays
- Network-Attached Storage (NAS)
- Storage Area Networks
- Server clusters
- ALL backup tape form-factors, regardless of software used!**
- Over 4000 different models of cell phones
- Integrated microprocessor-based systems
- GPS units
- Automotive black boxes
- Voicemail systems
- Digital voice recorders
- External hard drives
- CDs & DVDs
- 3.5, 5.25 and 8 inch floppy discs
- ZIP & Jaz cartridges
- Windows, MAC, Unix, Linux and Mainframe operating systems
- Essentially anything that holds data!

Driven's Forensic MailHook Tool is the only product on the market that collects online e-mail accounts in a forensically sound manner! Ask your representative for more details.
*** Excludes encrypted or in-house developed formats.*

DRIVEN®

Managed Review

Driven's predictable, cost-effective approach to reviewing responsive datasets.
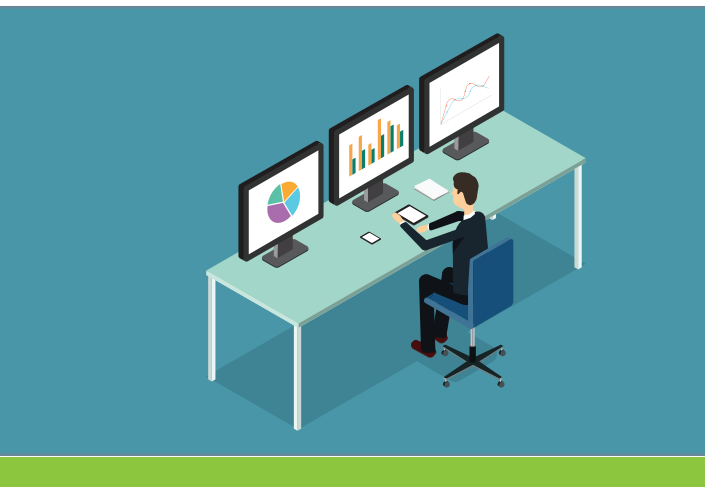
The Challenge

The review phase of the EDRM Reference Model has always been by far the most expensive step in an eDiscovery project, with costs running into the millions of dollars for a large issue. Containing these costs and developing a repeatable, yet legally defensible, review has been one of the greatest challenges law firms and corporate counsel face.

As data sources and technology become more sophisticated, there is an ever-increasing need to apply subject-matter expertise in managed review to the eDiscovery process in order to defensibly streamline the document review process. The common implementation of disparate technologies for processing and production, with the addition of off-the-shelf tools for document review, often lead to inconsistent results with unpredictable and inflated costs. Adding to these issues, is the fact that personnel managing these engagements are often neither experts in the various technologies being used, nor experts in eDiscovery managed review as a practice. Therefore, what is all-too-often a reality is that managed review becomes part of the black box of eDiscovery, lacking sound processes, expert guidance and cost-certainty. As volumes of data continue to grow and managed review remains the most expensive proposition in eDiscovery, expertise in managed review is no longer a luxury, but a necessity.
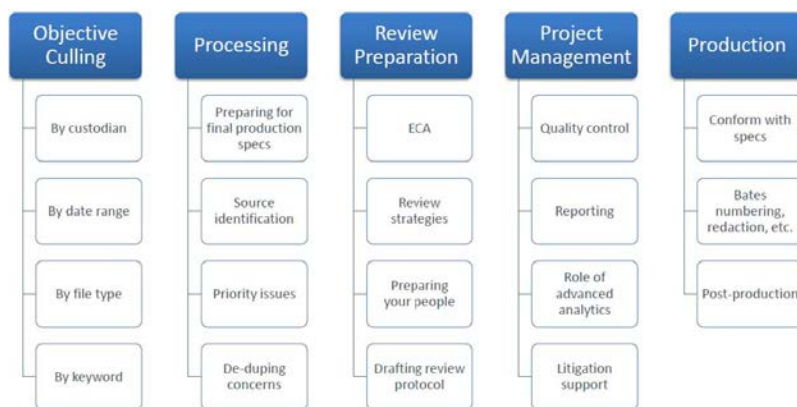
The Driven Approach

Driven's Managed Review Team performs full data review as well as provide other assistance to counsel/client including but not limited to: assistance in drafting an efficient review protocol that includes background of case, tagging protocols, and explanation of case-specific substantive issues highlighting best practices; implementation of QC controls created in conjunction with the Review Protocol; provision of document review facilities and project management in a variety of jurisdictions; provision of daily data review metrics; facilitation of communication among reviewers, counsel client in most efficient way possible to ensure the review team has up to date information on the relevant issues to the case. The team provides specialized review capabilities including high-level privilege or commercial confidentiality analysis, redactions and privilege logging. We carefully document for our clients all steps of the review process, to provide defensibility as well as an audit trail.

Analytics Used for Managed Review

As a user of Driven's Managed review services, a client will have access to ONE Review ECA tools and implementation of ECA workflows as directed by Driven's Consulting Department. Working in conjunction with counsel, Driven's Managed Review team can assist in culling data based upon objective and subjective criteria. In addition, the team will utilize advanced analytics to improve efficiencies, and implement various technology assisted review workflows including but not limited to predictive coding, when useful. Review team facilities and technology included.

The Stages of Managed Review

Objective Culling	Processing	Review Preparation	Project Management	Production
By custodian	Preparing for final production specs	ECA	Quality control	Conform with specs
By date range	Source identification	Review strategies	Reporting	Bates numbering, redaction, etc.
By file type	Priority issues	Preparing your people	Role of advanced analytics	Post-production
By keyword	De-duping concerns	Drafting review protocol	Litigation support	

Advantages

The fundamental advantages of the Driven approach to managed review are:

- Cost certainty (per unit pricing)
- Streamlined communications through the usage of proprietary collaboration tools built within the secure database itself
- Managed review subject matter expertise to aid in creation of review protocol, QC protocol and workflows
- One-Stop Shop" – no need to export and re-process data into an external review platform

Features

- Project team with expertise with the review platform
- Customizable processes, reports and features
- Built- in Collaboration Tools
- Flexible pricing models

Technical Features

- Inclusion of Advanced Analytics at no additional cost including:
  - Near Duplicate Analysis
  - Email Threading
  - Conceptual Index
  - Conceptual Clustering
  - Categorization
  - TAR or Predictive Coding Workflows
- 24/7 Litigation and Technical Support Teams
- Built-in QC structures using statistical sampling
- Automated Privilege Logging
- Production Database & Case Manager

Business Advantages

- Cost predictability
- Experienced review team at a fraction of the cost of outside counsel review
- Budget and timeline certainty
- Flexible pricing models
- Benefit from guidance of top experts in the field
- Streamlined workflow; no hand-off to new vendor

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DRIVEN®

OMNICHAT

Streamline Mobile Forensics. Standardize Data.

OmniChat streamlines review and analysis of mobile device data by presenting complex mobile device data to legal and investigatory professionals in form that is logical, organized and easily understood. Through a combination of technology and automated processes, OmniChat converts mobile device data to a form that can be easily reviewed in a standard document review platform like Relativity, and includes all relevant metadata and parent-child relationships, including in-conversation attachments. Complex mobile device data, including chat and text messages (SMS & MMS), can be analyzed, reviewed & produced as complete conversations or individual messages in a defensible manner.

Q: Do I have to install software?

A: No. OmniChat is a technology-enabled service that we provide to you. The only requirement to review the mobile device data export is a standard eDiscovery review platform. As a Best in Service provider of Relativity, Omnivere can host the data if desired.

Q: Does this work with iPhones, Androids, and Tablets?

A: Yes! We have tested iPhones, iPads, Android Phones, Android Tablets and BlackBerry devices. Almost every major dev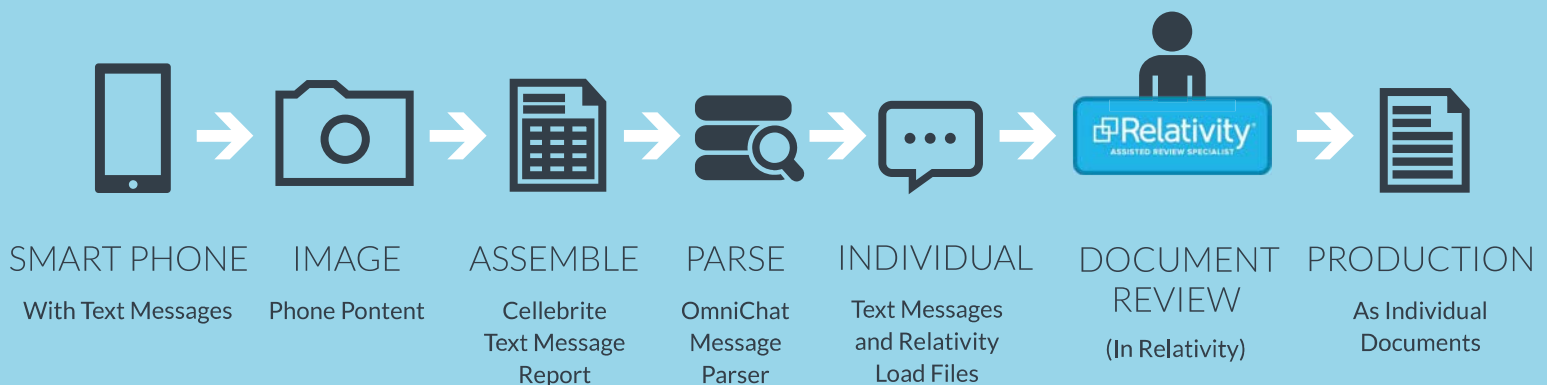ice on the market is compatible, with additional chat and social media application support being built in with each new OmniChat release.

Q: Is this more expensive than conventional mobile imaging/reporting?

A: The OmniChat service is priced similarly to traditional reviews but offers the significant benefit of price predictability—there is no hourly charge associated with the service.

OMNICHAT: How does it work?

Omnivere collects data from the mobile devices using industry standard solutions in a defensible manner. After consultation with the client, we extract the requested information and run the proprietary OmniChat Parser on the data. After the OmniChat Parser has reformatted the data, Omnivere will provide the client with (1) traditional reports, (2) a data export with a load file that is compatible with all major review platforms, and (3) if elected by the client, Omnivere will host the mobile device data in our instance of Relativity. The OmniChat deliverables are typically provided to the client within 24 hours of collection.

SMART PHONE
With Text Messages

IMAGE
Phone Pontent

ASSEMBLE
Cellebrite
Text Message
Report

PARSE
OmniChat
Message
Parser

INDIVIDUAL
Text Messages
and Relativity
Load Files

DOCUMENT REVIEW
(In Relativity)

PRODUCTION
As Individual
Documents

SECURITY & PRIVACY

Given the sensitive nature of data being accessed and stored in the hosted review space, security and privacy is paramount.

ISO CERTIFIED AND SECURED

Omnivere is an ISO/IEC 27001 (2013) organization. This certification applies to the information security management system (ISMS) supporting all systems, processes, procedures and technology involved in e-discovery data processing, online document review with Relativity, consulting, staffing and forensic data collection, and in accordance with the statement of applicability version 3.1, October 2017. This credible third-party authentication under which our professionals perform their services represents an ongoing commitment to keeping our clients' data secure and confidential.

ISO 27001 CERTIFIED by schellman

DRIVEN®

Driven Security
Safely storing your data throughout the eDiscovery process

Driven Offers Peace of Mind

Driven provides both physical and network securities throughout your eDiscovery process.

Network security is our highest priority. Driven employs a round-the-clock world-class security team that stays ahead of all possible threats and attacks to your data with real-time intrusion detection systems and threat analysis software.

For your security and convenience, Driven offers its platform in 26 data centers located in 18 countries in addition to its numerous US-based data centers. Each data center offers the same high level of security for which Driven is internationally-known and trusted.

Our data centers are ISO 27001-certified, SOC 1/SOC 2/SSAE 16/ISAE 3402 compliant, as well as PCI DDS Level 1 compliant, in addition to meeting numerous other industry recognized standards.

SSAE-16 Certified Secure Data Centers

Full redundancy for all critical systems and access

On site security and tier 2 support on site 24 hours a day

24/7 monitoring for intrusion detection and threat analysis from our global security center

Global security center staffed with CISSP Certified experts

Safe Harbor and HIPAA Compliant

PHYSICAL SECURITY

- Building access to all suites restricted by keycard access, according to employee position
- Security staff on duty 24/365
- IT infrastructure restricted to administrators with keypad access

NETWORK SECURITY

- Virtual LANs for all environments
- Strict zone firewall policies restrict access to only essential protocol traffic
- Active directory policies restrict data access to specifically-authorized users
- Secure FTP exclusively for client data
- SSL 2048 bit encryption for client/server communication

PLATFORM SECURITY

- Robust user-permission model that supports authorization to the document and field levels
- User-transaction auditing at both application and database levels
- Flexible, yet strong, application-level password enforcement

OPERATIONS SECURITY

- Active server health monitoring
- Comprehensive server logging
- Real-time log monitoring
- Real-time Intrusion Detection Services (IDS)
- Routing testing to validate security (e.g., penetration tests, audits, etc.)
- Annual third-party security assessments

HIGH AVAILABILITY SECURITY

- N+1 configuration for all critical systems
- Virtualized sever cluster with multiple hosts per service
- Multiple daily backups of all work product in all client-facing environments

LOCAL DEVICE SECURITY
(e.g. encryption levels, lockout policies, remote wipes, etc.)

- Lockout policy for unauthorized login attempts
- Complex password policy that includes password "strength" assessment with expiration and history control
- Centralized profile and security management to protect data against viruses and malware
- Logical separation of client data to prevent co-mingling (with optional physical separation available)

COMPREHENSIVE SECURITY POLICIES

- BYOD Policy that restricts access to client data from personal devices
- Criminal background and credit check for all employees
- HIPAA Compliant
- Safe Harbor Compliant

WASHINGTON, DC FACILITIES (STERLING, VA, USA)

- 200,000 square feet of building space in two Sterling, VA Data Centers
- 24/7 permanently-assigned guard staff to manage interior and exterior security
- Concrete-reinforced cinderblock walls
- Seven 360-degree cameras with 10x zoom capability
- 167 fixed cameras
- Eight high-speed video recorders with DV cassette tapes. Sixty-gig hard drives eliminate downtime for tape swaps and over-recording. Tapes swapped every 24 hours.

ZONED ACCESS THROUGHOUT DATA CENTER

- Biometric palm scanner requiring ID card access and hand geometry measurements
- Current government-issued photo ID required

GLOBAL RESPONSE CENTER

- Center staffed 24/7/365
- Monitoring Analysts

LOCAL OPERATIONS CENTER

- Local hands-on Tier-2 support, staffed 24/7
- Ops Center staff are typically the first responders to any local issues
- Ops Center staff monitor the health of the building and fire annunciation, power, HVAC and leak detection

FIRE ANNUNCIATION AND SUPPRESSION

- Very Early Smoke Detection Annunciation (VESDA)
- Four levels of warning based on particulate matter count in the air
- Laser grid smoke detection at roofline
- Each Data Center is divided into multiple ones equipped with Preaction Double Interlock
- Zoned sprinkler system monitoring 24/7

POWER MANAGEMENT MODULES

- Eight minutes of battery backup at full load – DC3 + reserve system
- Automatic transfer switches shift load from utility to generator power on demand
- Each power distribution unit is fed by two independent building power sources that utilize a static transfer switch for unattended fail-over to secondary power source

DRIVEN

E-DISCOVERY
FORENSICS
CONSULTING
ADVANCED ANALYTICS
ONE

ELECTRONIC DATA DISCOVERY

CUSTOM DATA PROCESSING

CONSULTING

FORENSIC COLLECTION

DATA RESTORATION

FORENSIC INVESTIGATION

ADVANCED ANALYTICS

TECHNOLOGY ASSISTED REVIEW

ONE HOSTING

DRIVEN INC.

THE E-DISCOVERY LEADER

FOUNDED IN 2001, DRIVEN INC. HAS EVOLVED INTO A LEADING PROVIDER OF CUSTOMIZABLE E-DISCOVERY SOLUTIONS.

- Driven's initial focus was the digital automation of traditionally manual discovery and litigation support tasks.
- Driven rapidly expanded to become a leader in Lotus Notes email and application database processing, introducing some of the first intelligent indexing software to the legal market.
- Driven also developed ground-breaking processing solutions for Bloomberg and AOL emails and chats, Sun Open Office, Macintosh files, and other challenging data sources.

IN 2009, DRIVEN CHANGES THE E-DISCOVERY LANDSCAPE BY LAUNCHING THE INDUSTRY'S FIRST UNIFIED REVIEW PLATFORM, *ONE*.

- *ONE* is the only platform that seamlessly integrates early case assessment, review, and production in one robust, user-friendly platform.
- Powered by Microsoft SQL 2008 on the back-end and integrated tool kits including DT Search, Content Analyst, Oracle and more, *ONE* is powered by a vast array of industry-leading components.
- Features include: simple and advanced searching, metadata clustering, Visage data mapping, kinetic filtering, and conceptual search and clustering – both supervised and unsupervised.
- *ONE* offers a comprehensive set of features designed to meet user needs during each phase of the case, including advanced analytic tools to facilitate Technology-Assisted Review.

DRIVEN SUPPORTS THE ONE PLATFORM WITH END-TO-END DISCOVERY SERVICES INCLUDING:

- World class forensic capabilities including: on-site acquisition, restoration, data analysis, and forensic investigation.
- Consulting services including: Technology Assisted Review and advanced analytic guidance, litigation support outsourcing, review strategy consulting, preservation and litigation readiness planning, and quality control implementation.
- 24 hour project management and user support.

FORENSICS
TARGETING YOUR DATA

Forensic imaging and analysis are critical to the litigation support solutions Driven offers our clients. Our collection teams use cutting-edge software and hardware to collect forensically sound content while preserving a defensible chain of custody. Even if an individual or corporation has gone to great lengths to "cover its tracks," Driven can extract and process previously impossible to reach data and documents. This ability allows our forensics team to trace the data and to determine who was responsible for creating it. Whether requiring a targeted collection or full hard drive images, our experienced forensics team provides viable solutions for data extraction, data recovery and analysis.

Driven's forensic collection agents are frequently retained by Fortune 100 companies as consultants to design data collection and processing projects which meet both the court's goals as well as the client's cost and business needs. We have testified in both State and Federal venues regarding our efforts, and we have interfaced with many federal agencies involved in forensic science. Our team is certified in the use of industry leading tools, and has vast experience in the full litigation support lifecycle. We are dedicated to the success of our clients, and have an impressive reputation for reliability and professionalism. Such a reputation stems from our exceptional communication skills, our quick problem resolution, and our emphasis on keeping the client apprised of all progress.

Our various offices ensure quick on-site turnaround for clients across the country, and our adaptable team offers domestic, international, and remote collections of our clients' data. To ensure efficiency, speed, and savings, our forensic process is custom-developed, and allows searching and culling to occur inside the forensic process, rather than the industry standard of performing these tasks later in the EDRM process, thus reducing costs to our clients. From tape restoration to witness interviews, our team has the experience necessary to protect your reputation, satisfy your clients, and ultimately win cases.

ELECTRONIC DATA DISCOVERY
RETRIEVE MORE

The growth of Electronic Data Discovery has forever changed the landscape of litigation. The incredible size and complexity of the modern electronic document universe has forced a fresh approach to the way cases are managed. In addition, the new changes in the Federal Rules of Procedure have required dramatic changes in the way electronic data is produced. Since our inception, Driven's primary focus has been guiding firms to the best practices of processing electronic data. Driven has always been on the cutting edge of processing, and our forward thinking approach has made us one of the industry leaders. Our primary goal is to provide the most efficient and cost effective way of reviewing and producing your electronic data.

Our experienced team of consultants, project managers, and processors will guide you through every step of the litigation process. From a forensically sound and defensible collection of the data, to the delivery of the most critical and time sensitive production sets, Driven has the unmatched capacity, experience, and knowledge to handle any request. Whether you host your own database or choose to use our web-based hosted services, Driven uses state-of-the-art software and custom developed programs to provide a solution to any request.

Experience the Driven difference by tapping into our vast knowledge base and track record of outstanding results.

DISCOVERY DOCUMENT MANAGEMENT PLATFORM

EARLY CASE ASSESSMENT
• Full text and metadata searching
• Metadata searching
• Conceptual indexing & searching
• Concept based document clustering & categorization
• Tagging & "light review"
• Data virtualization
• Enterprise level fully integrated & distributed processing model
• Support for difficult file types

REVIEW
• Optimized for performance & scalability
• Flexible reporting
• Robust redaction features
• Batch pooling and multiple levels of review criteria
• Customizable viewer interface with floatable windows & dual monitor support
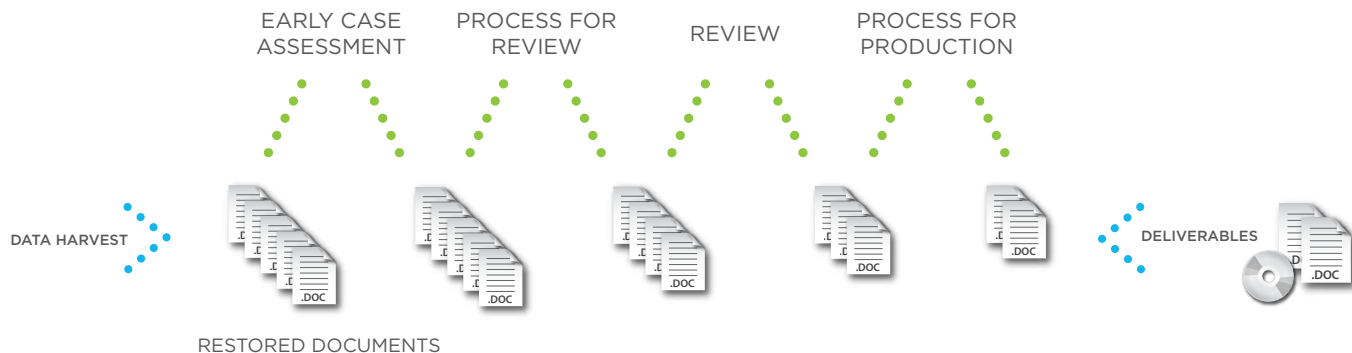• Near de-duplication and email threading

PRODUCTION
• Output productions to multiple formats including TIFF, PDF, PST, NSF, & Native File
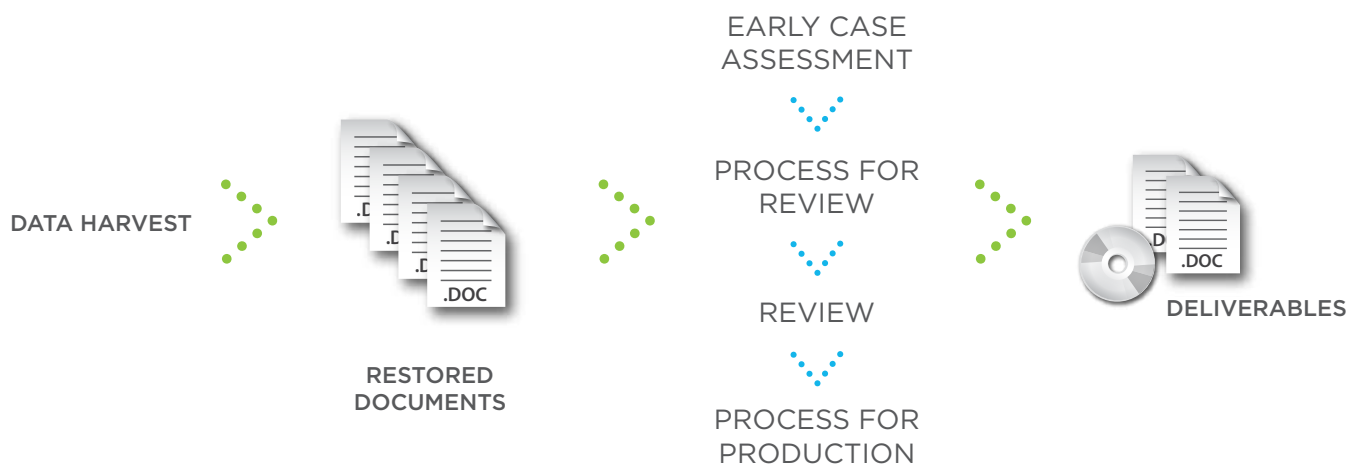• Multiple redaction layers
• Dedicated production index

SECURITY
• Windows based security model
• Users and groups administration
• 256 bit encryption
• Allow or restrict user access to any component of the environment through functional permissions

EXISTING INDUSTRY DISCONNECTED WORKFLOW

EARLY CASE ASSESSMENT   PROCESS FOR REVIEW   REVIEW   PROCESS FOR PRODUCTION

DATA HARVEST

RESTORED DOCUMENTS

.DOC

DELIVERABLES

.DOC

FULLY INTEGRATED WORKFLOW

DATA HARVEST

RESTORED DOCUMENTS

.DOC

EARLY CASE ASSESSMENT

PROCESS FOR REVIEW

REVIEW

PROCESS FOR PRODUCTION

DELIVERABLES

.DOC

ADVANCED ANALYTICS IN *ONE*

GET THERE FASTER

Since its inception, Driven's ONE platform has integrated the semantic analysis capabilities of Content Analyst Analytic Technologies (CAAT). CAAT tools use Latent Semantic Indexing (LSI) to power a range of advanced analytic features.

FEATURES OF ONE POWERED BY CAAT:

There are five core features in *ONE* powered by CAAT:

1. **Near-Duplicate Identification:** This feature allows for the identification of documents substantially-similar to a selected document using a customizable threshold.
2. **Email Threading:** Email threading identifies other emails from the same thread as a selected email, groups them together, and automatically identifies the most complete copy.
3. **Conceptual Searching:** Conceptual searching allows you to query in natural language instead of using keywords and complex Boolean strings. Conceptual searching also allows you to run excerpts of documents as concept searches, run entire documents as concept searches, or select individual words to see lists of conceptually-related documents.
4. **Concept Clustering:** Concept clustering is a type of unsupervised computer learning that attempts to group your collection into clusters of conceptually-related documents.
5. **Categorization:** Categorization is a type of supervised computer learning in which you select example documents which the system uses to identify other conceptually-related records. This feature is what makes possible predictive coding or other types of technology-assisted review.

TECHNOLOGY-ASSISTED REVIEW (TAR)

In a TAR workflow, you define categories of relevance and select example documents to train the system on each category. Based on the training, the system retrieves all the conceptually-related documents in each category. When coupled with intelligent use of sampling techniques for validation, such a workflow can defensibly eliminate the majority of the irrelevant records from your review, leading to substantial cost and time savings.

CONSULTING
EXPERTISE ON DEMAND

Even the best tools and services may not meet your needs, if those tools and services are not coupled with guidance from someone who has been in your position. Particularly when dealing with newer technologies and methodologies, the guidance of an experienced user may be needed to ensure you are able to leverage those tools and services in the most efficient and effective way for your project.

To meet this need, Driven offers consulting in conjunction with its other offerings. Led by an experienced e-discovery attorney, Driven's consulting services are available to any client seeking guidance about what it is possible to do, what it is efficient to do, and what it is effective to do.

Driven's consulting services are available throughout the e-discovery lifecycle, including consulting on:

· Document retention/destruction programs

· Development of litigation readiness plans

· The scope and content of legal holds

· Defensible preservation and collection efforts

· Conducting effective early case assessment

· Designing and supervising efficient, large-scale document reviews

· Leveraging advanced analytic techniques, and

· Implementing reliable quality control methodologies

Electronic discovery can be a complex challenge. Why face it alone? Let Driven's team of computer forensics experts, professional project managers, firm-trained litigation support, and experienced e-discovery practitioners guide you on your way.

LITIGATION SUPPORT
HELPING YOU REACH YOUR GOALS

Driven's reputation as a leader in the industry is backed by our distinguished litigation support team. Our firm-experienced professionals offer strategies and advice on topics ranging from data preservation and harvesting to document production. We offer cost effective and best-practice solutions for all litigation and discovery challenges in an effort to assist both law firms and corporate legal departments.

After an evaluation by our litigation consultants, we can propose an e-discovery workflow that achieves economies of scale and improves productivity through the use of ONE, powered by Driven, Inc. Optimized for the review process, the consolidated workflow will provide a sound review environment while establishing scalability, reliability, and defensibility.

Our litigation support team will determine the scope and ramifications of your project, and be able to apply the agreed upon search strategies. They offer on-site support with end user training, case management, and database administration. We offer a wide range of support 24 hours a day, 7 days a week to provide our clients peace of mind during the course of a project.

PROJECT MANAGEMENT
EVERY TEAM NEEDS A CAPTAIN

Discovery projects are complicated efforts that require the coordination of many people and processes, and Driven understands that it is essential for there to be a hub that holds all of those spokes together. To provide our clients with the project management coverage they need, Driven employs a team of experienced e-discovery practitioners organized into a two-tier Project Management department.

Tier 1 of Driven's Project Management department are the Project Managers. These highly-experienced individuals each focus their efforts on specific clients for which they are responsible. Like law firm partners, they assist their "book" of clients on all of their matters and keep an eye on those clients' big pictures. Tier 2 of Driven's Project Management department are the Processing Coordinators. These highly-skilled individuals may work on any matter for any client, moving between them as needed like law firm associates, and providing continuity of coverage twenty-four hours a day.

In combination, these two resources provide comprehensive project management services to our clients. Whether a client needs an in-depth overview of all active matters or an urgent answer to a late-night question, Driven's Project Management department stands ready to meet that need.

CASE STUDY / ONE WORKFLOW

CASE 1: END-TO END SOLUTION

OVERVIEW

The Department of Justice filed a broad discovery request to a major US consulting corporation, requiring the collection, filtering, review and production of data from sixty custodians in multiple locations. The goal was to conduct an over-inclusive initial collection to safeguard against a re-collection, while minimizing both the disruption to business continuity and the overall cost of the project. Driven presented a one-source solution for the entire discovery lifecycle, saving the client roughly 90% when compared to the traditional eDiscovery cost model. This was done in a forensically sound and defensible manner that protected the client from the additional costs involved with future discovery requests.

COLLECTION

1. After Driven's in-house forensic examiners went on-location, we presented a "per custodian" pricing model.
2. Working with the client's IT department guaranteed the most thorough collection possible, and included collection from all sources on which the client housed data.
3. Once the data was returned to Driven's forensic lab, the forensic examiner created a detailed inventory of all data components.
4. The forensic images captured on-site were restored and "deNisted" to remove unnecessary system files from further processing. Under traditional pricing models, this unnecessary data would have been billed under a culling rate. Driven's model included it in the restoration phase, saving the client roughly $400,000.

CULLING AND REVIEW

1. Driven performed a pre-early case assessment, which included providing a "data map" containing the folder structure for each piece of media. This was then collected and loaded into ONE.
2. Upon logging into the ONE database, the client determined where relevant content resided and what should be further processed.
3. After Driven's early case assessment, the client removed another 90 % of data universe prior to full native processing using ONE's full searching capabilities. Without paying any hosting related fees, the client culled an initial 4 terabytes worth of data down to 100 GB for native review.
4. The client performed the review, and identified a subset for government production. Driven then created production sets and loaded them into ONE for further review.
5. Upon further review, the client identified privilege documents that had been inadvertently tagged for production, saving the client from a potentially embarrassing clawback situation.

SUMMARY

Throughout the discovery process, Driven provided cutting edge solutions by utilizing the most effective and cost efficient workflow. The client's end result was not only highly efficient during the collection and processing of data, but it also saved the client from unnecessary review of 95% of the data universe. A project that could have easily cost millions of dollars for processing and review was accomplished for a fraction of the cost in a fraction of the time by Driven.

CASE STUDY / ONE

A LIVING PLATFORM

One of the many advantages of serving our clients using our own tools is that our tools can evolve with our clients and their needs. Because of the strong, direct feedback loop between our end-users, our litigation support analysts, and our developers, ONE is constantly being revised and refined to better and more thoughtfully meet users' needs. ONE's collaboration tools are one example of this evolution.

THE CHALLENGE

As the size of our clients' matters has grown, so too has the size of their review teams. With larger review teams – sometimes geographically-distributed review teams – come greater administrative and communicative challenges, particularly when contract staff cannot be given access to a client's intranet. Our clients communicated these challenges to us, explaining the difficulties they encountered in disseminating key documents, communicating updated instructions, and sharing questions asked and answers provided with everyone involved.

THE PROCESS

To help our clients overcome these challenges, we embarked on a three-phase process: First, we interviewed clients to get more information about the requirements such a solution would need to satisfy. Second, we worked internally to determine how best those requirements could be satisfied within the existing ONE platform. Third, our developers set to work building the new collaboration tools.

THE SOLUTION

The solution developed was a suite of four collaboration tools fully integrated into the ONE platform:

- Message boards where reviewers can post questions and supervisors can share answers.
- Project documentation collections where review protocols and reference documents can be uploaded and shared with the team.
- Multilateral chat, with logging, through which team members can engage in real-time communication.
- Project-wide messaging through which supervisors can instantly disseminate critical information to all active users.

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THE POWER
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