



An Introduction to Millnet's Smart eDiscovery Services

Millnet is a leading provider of eDiscovery and hard copy litigation support services. The following are answers to questions frequently asked by lawyers using Millnet's range of Smart eDiscovery services for the first time:

What eDiscovery Services Does Millnet Provide?

Millnet provides a range of services to support all aspects of document collection, searching, analysis, processing, sorting, filtering, classification and production associated with disputes and other contentious matters. At the heart of Millnet's Smart eDiscovery services is the Nuix software which enables Millnet to offer a compelling mix of speed, features and proportionate cost from the smallest to the largest matters.

What are Some of the Key Features?

Easy to use, fast, de-duplicate at the click of a button, visualise email conversations, threads and timelines, organise files into chronological order, classify documents, web based multi-user access, keyword, phrase and 'fuzzy' searching and compatible with all foreign languages. Refer below for more detailed information on features.

What's in it For Me?

A proportion of fee earner time on any contentious matter will involve document review, management and potentially production. We believe there are three key reasons why you should consider using Millnet:

1. Where the majority of documents originated in electronic form. It is **more efficient and cheaper** to work with the documents in their electronic form than to print, copy and / or scan paper.
2. Less time spent on low value, low margin tasks such as sorting documents into chronological order, reviewing duplicates and creating bundles means **more time spent on the value added aspects** of dispute resolution.
3. Law firms which utilise technology are at a **competitive advantage** in terms of speed, cost and / or rate of success. The use of technology helps to mitigate the risk that important documentary evidence may be overlooked.

How do I Convince my Client?

In our experience, law firm clients are seeking **value, reduced uncertainty** and an **optimal outcome**. Value doesn't necessarily mean lower cost. It may mean clear evidence of a lower proportion of chargeable time spent on low value 'document management' tasks and a higher proportion of senior fee earner time spent on grappling with the key issues. Millnet can help to reduce uncertainty over costs with clear pricing and fixed cost options. The strategic advantages of being better organised and spending more time on value added aspects of the dispute resolution process should lead to a better outcome for your clients.

How Does the Service Work?

Contact Millnet to discuss your requirements. We will provide you with a proposal which outlines approach, cost and timescales. From there you either send us your documents or we can collect. We then process the documents, provide you with usernames and logins to access the data via the internet and provide whatever training and ongoing assistance you require. Once documents have been reviewed we can provide paper and / or electronic copies of selected documents in a variety of formats for disclosure or other purposes.

How Long Does it Take?

A key feature of Millnet's service is speed. For example, a DVD containing upwards of 50,000 emails and other documents will typically be ready for you to start reviewing within 24 hours.

How Much Does it Cost?

Smart eDiscovery services start **from as little as £500** and are proved to reduce the overall cost of litigation by improving the efficiency of the review process. Please see below for pricing.

How do I Get More Information?

Our web site contains more information including case studies www.millnet.co.uk To speak to a Consultant please contact us on 020 7422 8840 or email us at legal@millnet.co.uk



Pricing for eDiscovery Services

Millnet has devised the following pricing with a view to presenting a compelling proposition focused on **certainty, flexibility** and **proportionality**.

Simplified Unit Pricing Schedule

Services	Unit Pricing
Data Collection Services (1)	
Create forensically sound copies (images) of PC / laptop hard drive(s)	£175 / hour
Forensically copy or extract selected file from email and / or file server(s)	£225 / hour
Pre eDiscovery Processing Services (2)	
Remove systems files or any other file level filtering, analysis or culling prior to full eDiscovery extraction	£20 / GB
eDiscovery Processing (3)	
Up to 100GB of data	£200 / GB
100GB+	negotiable
Hosted Nuix Collaborative Review includes training and support (4)	
Pricing based on the volume of native files output from the eDiscovery processing stage	Included 1 month £500 / month £50 / month £50 / month
First month of hosting	
Minimum hosting term	
Minimum price per month (includes 5 users / up to 20GB of data)	
Additional users (above 5)	
Additional GB of data (above 20GB)	
Nuix Single User Review Licence (for portable offline use)	
Millnet supplied high specification laptop loaded with the Nuix software and database(s) for your project - includes training and support	£500 / month
Hosted Litigation Database Options includes training and support (4)	
Set-up	£500-£1,500
Hosting charge per GB of data (minimum £500 per month)	£50 / GB / month
User charges	£50-£100/user/month
Other Related Services	
Create tiff images from native files	£500 / GB
Optical Character Recognition (OCR)	£0.02 / page
Litigation Support Consultancy Services	£150 / hour
Smart Coding of paper or electronic documents	£0.09-£0.12 / field
Scan paper documents to create searchable pdf and load into Nuix for searching	£0.12-£0.15 / page
Equivio near-duplicate / email thread processing	£0.08 / page
Batch printing of documents for disclosure or trial bundle purposes	£0.10 / page



Flexible Pricing

We can be flexible about price in certain circumstances. These might include:

- Where the firm is undertaking work under a Conditional Fee Arrangement (CFA). In this case Millnet will match the terms offered under the CFA.
- Where the decision to proceed on a matter hinges on whether responsive data is identified in the data to be searched. In this instance we may either agree to:
 - A discounted fixed, capped, or contingent fee
 - In the event that the matter proceeds, we would charge a premium over our normal schedule of fees.
- Circumstances where it may be appropriate to search across a large volume of data with an expectation that there will be relatively few or no responsive documents.

Notes on Pricing

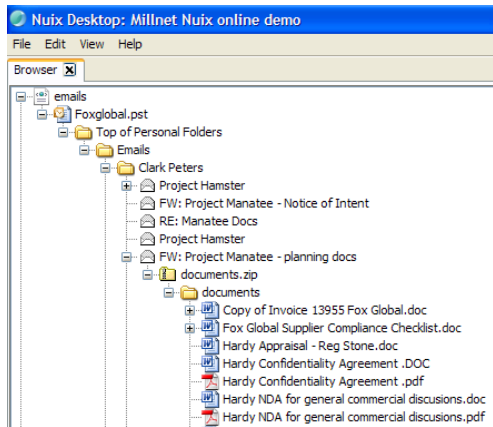
1. As a rule of thumb it takes 1-3 hours per device to create forensic images of PC or laptop hard drives. For servers the time taken is a function of the volume of data, type of equipment and software installed. Typically 5-10 hours per server. Travel time is chargeable at 50% of hourly rate charges, disbursements at cost + charges for portable hard drives.
2. Pre eDiscovery processing services include any processing, searching, filtering or analysis of raw data received prior to undertaking the eDiscovery data extraction process. It is normally especially cost advantageous to strip out irrelevant systems files from forensic images of PC or laptop hard drive(s) prior to eDiscovery processing.
3. Processing includes:
 - a. extraction of all files, metadata (such as dates, author, recipient(s), document title etc.) and text
 - b. calculation of MD5 values (digital fingerprint) to facilitate de-duplication.
 - c. email thread and near-duplicate analysis, creation of thumbnails for image files
 - d. optional extraction of 'deleted' emails if they are present in the data received for processing.
 - e. automatic detection of 'double byte' languages (Arabic, Cyrillic, Japanese, Chinese, Korean)
 - f. make searchable all extracted metadata and text
 - g. identification of encrypted and corrupted files and unknown file types.
4. Data hosted and managed on servers owned by Millnet and located in a high security data centre in central London (EC2 postcode). Initial training will normally be face-to-face at your offices with an experienced Millnet Consultant. Ongoing support via telephone during office hours (09:00 – 18:00) 5 days per week. Millnet's offices are open 24/7 however experienced staff are not necessarily available outside the core support hours. Extended support hours can be accommodated but may incur additional charges.
5. Refer below for an overview of Nuix versus litigation support software features. Millnet offer a range of leading hosted litigation support database options. These are either hosted directly by Millnet or offered via collaboration with selected third parties.

Millnet

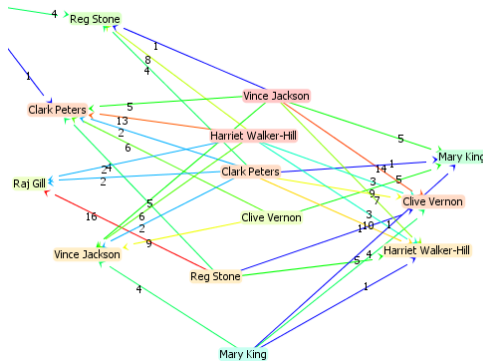
Key Features of Millnet's Nuix Online Service

Features which distinguish Nuix from other software options include:

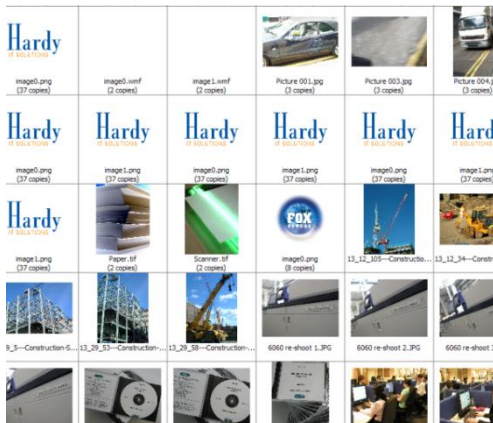
Visual Tools for Fast Efficient Review



View folders and drill down into container files



Visualise email communications



Quickly assess the relevance of image files

Name	Date	From	To
Initial Enquiry	Thursday, 5 October 2006 12:42:44 o'clock BST	Clive Vernon...	Clark Peters <<
Proposal	Thursday, 5 October 2006 12:45:01 o'clock BST	Clark Peters...	Clive Vernon <<
Project Go Ahead	Thursday, 5 October 2006 12:45:49 o'clock BST	Clive Vernon...	Clark Peters <<
RE: Proposal	Thursday, 5 October 2006 12:46:08 o'clock BST	Clive Vernon...	Clark Peters <<
RE: Initial Enquiry	Friday, 6 October 2006 10:37:30 o'clock BST	Clark Peters...	Clive Vernon <<
RE: Initial Enquiry	Friday, 6 October 2006 10:39:40 o'clock BST	Clive Vernon...	Clark Peters <<
RE: Initial Enquiry	Friday, 6 October 2006 10:40:46 o'clock BST	Clark Peters...	Clive Vernon <<
FW: Project Go Ahead	Friday, 6 October 2006 11:35:52 o'clock BST	Clark Peters...	Harriet Walker...
NDA & Confidentiality Agreement	Friday, 6 October 2006 14:23:56 o'clock BST	Clive Vernon...	Clark Peters <<
RE: NDA & Confidentiality Agreement	Friday, 6 October 2006 14:26:15 o'clock BST	Clark Peters...	Clive Vernon <<
Take a look at this.....	Friday, 6 October 2006 14:34:12 o'clock BST	Reg Stone ...	Raj Gill <raj.gil
Project Manatee - NDA & Confidentiality ...	Friday, 6 October 2006 14:34:19 o'clock BST	Clark Peters...	Clive Vernon <<
FW: x-ray	Friday, 6 October 2006 14:36:40 o'clock BST	Clark Peters...	Raj Gill <raj.gil
FW: Project Manatee - NDA & Confidenti...	Friday, 6 October 2006 14:37:14 o'clock BST	Vince Vernon...	Mary King <ma
RE: Project Manatee - NDA & Confidenti...	Friday, 6 October 2006 14:37:40 o'clock BST	Mary King <...	Clive Vernon <<
FW: x-ray	Friday, 6 October 2006 14:44:39 o'clock BST	Clark Peters...	Raj Gill <raj.gil
Project Manatee - Supplier Agreements	Friday, 6 October 2006 14:47:07 o'clock BST	Clive Vernon...	Clark Peters <<
RE: Project Manatee - Supplier Agreements	Friday, 6 October 2006 14:48:30 o'clock BST	Clark Peters...	Clive Vernon <<
Project Manatee - Supplier Agreements	Friday, 6 October 2006 14:49:39 o'clock BST	Clark Peters...	Harriet Walk...
RE: Project Manatee - Supplier Agreements	Friday, 6 October 2006 14:52:23 o'clock BST	Harriet Walk...	Clark Peters <<
Project Manatee - Concerns	Friday, 6 October 2006 14:54:12 o'clock BST	Vince Jackso...	Harriet Walk...
RE: Project Manatee - Supoolier Agreements	Friday, 6 October 2006 14:54:44 o'clock BST	Clark Peters...	Harriet Walk...

Familiar 'list' view sorted chronologically

Efficient and Intuitive Navigation

- Based on the concept of 'tabs' (similar to Internet Explorer) facilitating efficient lateral navigation to pursue a line of investigation and making it easy to go 'back' to an earlier point in the review.
- All actions including search, classification and visualisation options are entirely independent within each 'tab'.

An Intelligent Approach to de-Duplication

- Duplicate documents are left in the database and each reviewer has the option to either 'switch on or off' whether they see duplicate documents.
- This is useful when it is important to know where documents originated from and who saw them without necessarily needing to review duplicate documents.



Near Duplicates and Email Threads

- When an email is part of a thread this is highlighted and all other emails in the thread can be identified at the click of a button.
- Textural similarity analysis which highlights the existence of documents that are similar to the document being viewed which can then be retrieved for review at the click of a button.
- Identify 'duplication' between paper and electronic documents.

Powerful Search and Filter Functionality

- Search includes 'wildcard' and 'fuzzy' searching (search for variations and / or misspellings of a word), phrase search, proximity search (search for word(s) within a given proximity to other word(s)), and searches using logical operators such as AND, OR, NOT
- All textural content and metadata fields are searchable. Searches can be narrowed to specific metadata field(s).
- Filter by file type, comments, classification(s), date and other parameters.

Supports all Foreign Languages

- 'Unicode compliant' i.e. all functionality works for all foreign languages including 'double byte' pictorial languages such as Cyrillic and Chinese.
- Automatically identify documents containing Cyrillic, Chinese, Japanese, Korean, Arabic or other Non-Latin languages.

Collaborative and Review Functionality

- Functionality to provide for 'batching' of documents for issue coding by multiple reviewers.

All Reviewer Work Exportable / Re-Usable

- Classifications and comments can be exported and incorporated into any database load file.
- The entire database or a sub-set thereof can be exported for offline use.
- Option to produce documents including metadata fields, classifications and comments in hard copy form.

Audit Trail

- A complete 'history' of every action undertaken in the database is maintained including start and finish date and time for each action, the name of the user who performed the action and the details thereof.
- Re-perform any action from the history log at the click of a button – for example a previous search.

Process a broader range of file types including:

- Forensic image files
- Exchange database (EDB) files
- Lotus Notes emails
- Webmail accounts (Gmail, Yahoo, hotmail etc) where you have username and password.



Millnet’s Nuix Online Service versus Hosted Litigation Support Database Options *

Key Features	Millnet Nuix Online	Low Cost Litigation Support Database Options *	Premium Litigation Support Database Options *
Advanced search (1)	✓	✓	✓
Sort e.g. into chronological order	✓	✓	✓
Filter e.g. by document type	✓	✓	✓
‘Tag’ / ‘Classify’ documents (2)	✓	✓	✓
De-duplicate at the ‘click’ of a button (3)	✓		Some
Visualisation e.g. of email communications (4)	✓		Some
Efficient navigation (5)	✓		✓
Email conversation threads (5)	✓		Most
Near-duplicates (5)	✓		Most
‘Granular’ security i.e. over who sees what (5)		Limited	✓
Option to redact within the software		✓	✓
DIY batch printing e.g. for bundles		✓	✓
Manually add or amend fields of data e.g. dates		✓	✓
Conceptual search / clustering			Some

* Millnet classify Concordance and Summation in the ‘low cost’ litigation support software category. iConnect sits between the low cost and premium options. The most common ‘premium’ options available in the UK include Kroll Ontrack, FTI Ringtail and Attenex, Epiq’s Documatrix, Autonomy’s Introspect, KCura Relativity and Anacomp Case Logistix. These software options are all offered on a hosted (web) basis. Some options are only available directly from the particular software developer (Kroll, FTI, Epiq, Autonomy).

1. Advanced search functionality typically includes ‘wildcard’ and ‘fuzzy’ search (search for variations and / or misspellings of a word), phrase search, proximity search (search for word(s) within a given proximity to other word(s)), and searches using logical operators such as AND, OR, NOT.
2. For example, reviews may tag/classify documents on a first pass review as ‘relevant’, ‘not relevant’ or ‘privileged’. The means by which the ‘tagging’ or ‘classifications’ are added range from ticking boxes, dragging and dropping, short-cut keys, right clicks of the mouse etc. All systems include the option to create, modify and remove tags/classifications.
3. For most litigation support systems the de-duplication processes occurs prior to loading data whereas for Nuix duplicates are left in the data and the reviewer chooses whether they want to see duplicates or not. This can be very helpful to understand the context of a particular document – to for instance answer the question who saw / had copies of the document?
4. Refer above for screenshot examples.
5. Refer above for further information.