

vigilant  
resourceful  
accessible  
seasoned  
proactive

REDEFINING PARTNERSHIP

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CAPABILITIES

innovative  
responsive  
driven  
tireless  
committed  
nimble

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## TCDI has worked tirelessly for over 20 years to redefine what it means to be a good partner

The fact that our first litigation technology client is still an active client today says we're doing something right. We listen closely to all of our clients to better understand their challenges, their goals and what they need from us most.

This approach has produced unparalleled client partnerships with deep and long-lasting relationships defined by years – even decades – of working together. We understand the importance of providing software solutions that advance our clients' productivity, improve effectiveness and reduce their overall costs.

But more, when a client sees we are as dedicated as any member of their team – and that we always come through – they stay immensely loyal.

That's what we call a partnership.

The following pages describe what we do and hopefully how we are different. We look forward to showing you why, in our history, we've never lost a client project to a competitor.

BILL JOHNSON

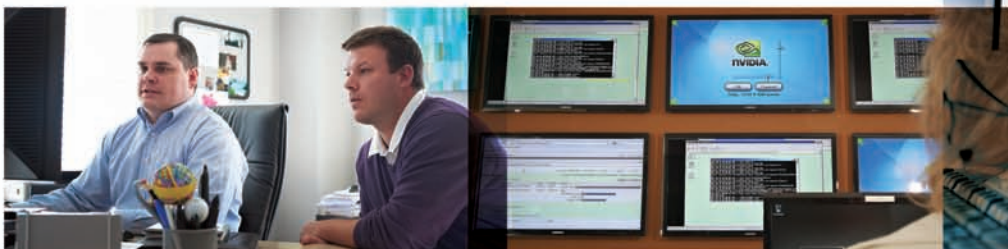
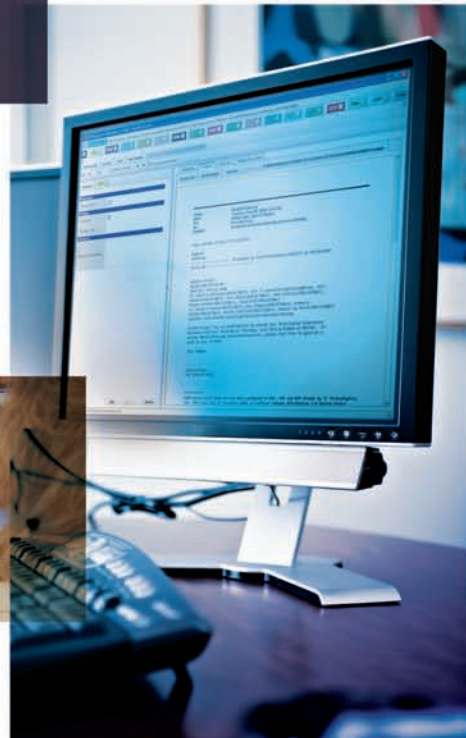
PRESIDENT & CEO, TCDI

# eDiscovery



I recently approached TCDI looking for help on a high-profile deal that involved 2 terabytes of data that needed to be filtered, processed, hosted for review and produced within a four-week time frame. The client's then-vendor had been approached about this matter and said it could not be done. When I called TCDI they did not hesitate to step in and fill the breach. While it was no easy feat, and required around the clock efforts, TCDI came through for us just as they always have. This level of reliability is what you need to be a "go to" provider in the eDiscovery space, and TCDI has shown they have what it takes time and again.

JONATHAN REDGRAVE  
REDGRAVE, LLP



# Meeting high demands and standards – every time

Whether it's terabytes or gigabytes, our commitment to your eDiscovery project is unwavering. No matter the scope or requirements, your time and budget will be protected and your project expertly and efficiently managed – every time.

At TCDI, we provide you comprehensive eDiscovery technology and services within the Electronic Discovery Reference Model (EDRM) phases of Processing, Review, Analysis and Production. We add highly skilled project team support and TCDI's personal commitment to project success.

## **Automated data reduction and processing**

Forget about manual manipulation and tracking your data. Our fully-automated process management software, Discovery WorkFlow®, was developed specifically to meet the realities of today's eDiscovery volumes and time frames.

From the point of intake, through loading to the review and production platform, a TCDI processing specialist schedules, launches and tracks all data reduction and processing actions and resources your project requires. Through filtering and processing techniques defined by your team, initial data volumes are routinely reduced by 50% or more. From there, your data is processed based on the precise requirements that fit your specific review and production objectives. With automated processes, your data is handled with the strictest of process control, supported by comprehensive audit logging and exception reporting that begins the moment we receive it.

Discovery WorkFlow also maintains several integration points with the review and production platform. Ongoing requests for things like TIFF

image conversion and OCR can be conducted automatically and seamlessly throughout the review and production process.

## **A review platform that puts reviewers first**

ClarVergence®, our secure, web-based software, has been refined with more than 10 years of client input. The result is an intuitive interface that provides all of the case analysis and document review functionality needed for even the largest, most detailed projects.

Our attention to user experience empowers reviewers to leverage the software's advanced capabilities with very little training. Plus, features – such as concept search, clustering, email thread and near duplicate views – facilitate fast, accurate review decisions that help reduce review costs. Add to this significant reporting and collaboration capabilities and the entire case team stays better aware and informed.

## **Document production – delivered**

Producing documents directly from the ClarVergence review platform helps increase the speed and accuracy of productions while maintaining audit information and production history within a single accessible location. Users with production rights can easily initiate blow-back or official document productions from the ClarVergence production module.

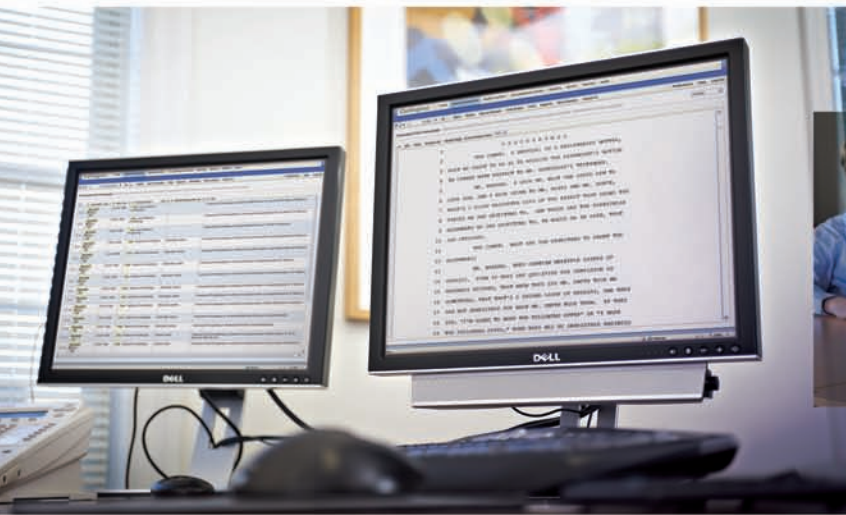
How it works:

- Documents meeting the requirements for production are queried from the database and stepped through a “wizard-driven” process.
- Productions are exported to your choice of media and prepared for delivery through our full-service production facility.
- Your project is delivered directly to you – on-time and accurate.

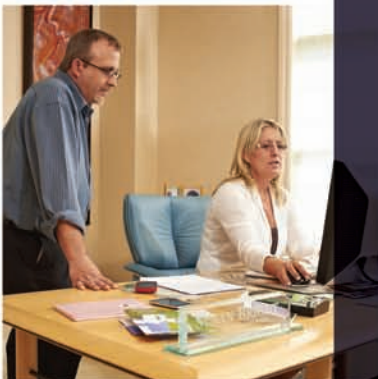
## **Personal project management**

TCDI includes, at no incremental fee, project and production management services. These services are performed by highly experienced and skilled Project Managers who ensure the accurate and timely coordination of all Project Team efforts. ■

When you trust us with your eDiscovery project, you won't just get a service; you'll get a personal commitment. We'll combine highly automated processing, advanced review and production technology with skilled project management to get the job done – every time.



We've had the good fortune to work with TCDI on the building and operating of the Core Discovery Order case management system for the World Trade Center Disaster Site Litigation. Their work has provided the parties, the Court and us with a common basis for responsive and reliable information relating to the many complex issues arising within this important litigation. Their personnel have been highly professional, knowledgeable and quick in responding to all of our many requests. We know there are many providers of this type of technology and service, but based on our experience, we have the highest regard for TCDI's systems and people, and can't say enough about the value they delivered and the role they played.



PROFESSOR AARON D. TWERSKI  
BROOKLYN LAW SCHOOL

PROFESSOR JAMES A. HENDERSON  
CORNELL UNIVERSITY LAW SCHOOL

Special Masters to the World Trade Center Disaster Site Litigation

case management

# Tailored case management systems that deliver on unique and evolving needs

TCDI has designed case management systems for large-scale, complex litigation for more than two decades. Corporations in such industries as pharmaceuticals, tobacco and banking have trusted us with their highly sensitive and complex case management needs. We even developed and managed the case management system used by all parties in the World Trade Center Disaster Site Litigation.

“Off-the-shelf” case management solutions rarely meet the needs of large, complex or serial litigation. That’s why TCDI works closely with clients to understand the data collections, documents and work processes involved in each project. We work to identify each unique user, their goals and their requirements. Then, we

design the database and tailor the ClarVergence® interface to provide the highest levels of system functionality and security for the various members of your team.

In addition, we understand the constantly changing scope and requirements involved in large litigation. Once your ClarVergence system is in place, your TCDI Project Team works closely with you to continually analyze your needs and requirements. As your needs evolve, your system evolves.

### **Increase efficiency by making data accessible and user-friendly**

Efficiency is inherent to all TCDI case management systems. Standardizing processes for data and document intake leads to greater information consistency and system usability. Additionally we design your database so that search and system navigation are logical, effortless and productive. Centralizing data and documents in

one repository provides broader and faster information access for more effective research and preparation.

### **Protect the consistency of case strategy and representation through broad access to information**

In litigation, consistency of representation is paramount. This is particularly true in large, complex or serial litigation where the norm is involvement by multiple firms and counsel often spread across the country. The ability to share key briefs, memoranda, research, written discovery responses and other important work product helps ensure this consistency and minimizes cross-examination exposure and potential judicial estoppels.

### **Identify litigation needs and emerging risks early by centralizing information**

Because all case data and documents are in one place, case teams can get a more accurate and timely picture of the overall litigation. Centralizing information also allows for early visibility into emerging and high-risk cases. Comprehensive reporting obligations become simplified, more accurate and less expensive.

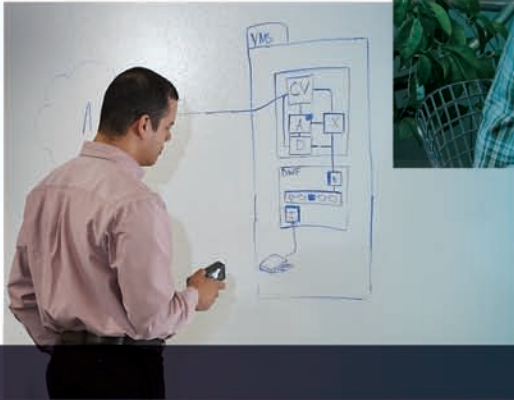
### **Minimize the cost of redundant work product and unnecessary document movement**

In complex litigation environments, the development of redundant work product and the unnecessary manual movement of documents between remotely located case team members can be costly. ClarVergence allows case team members instant access to see and leverage all case-related documents of interest.

### **Focus on your case – not on the cost of litigation – with quicker access to information**

The cost of litigation has become a key component shaping defense strategies and decisions. With quicker and more comprehensive access to information, you can reduce or manage costs, which allows you to make decisions based on the merits of your case rather than the costs of your defense. With ClarVergence, counsel can focus their time on the preparation and presentation of a cohesive and successful defense. ■

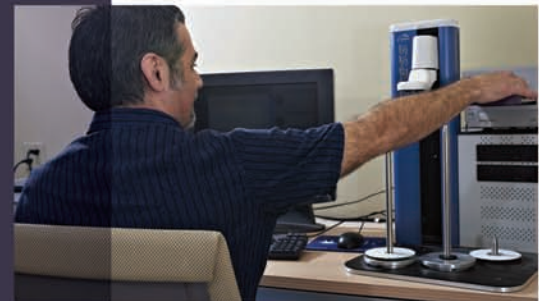
# project teams



Last year, TCDI became the technology partner to a large-scale document review operation for a key pharmaceutical client of ours. These projects routinely involve unusual data types, foreign language and special work flows. Rather than force us to fit a round peg in a square hole, our TCDI Project Manager works hand in hand with our team to tailor numerous solutions to meet our client's needs. Throughout the partnership, TCDI has demonstrated superior levels of customer service, providing in-depth, on-site platform training during our project ramp-up and kick-off phases and ongoing daily collaboration through final production and project completion. The level of accessibility and investment of TCDI's team has made a huge difference, allowing us – and our client – to sleep better at night.

JOHN MARTIN

PARTNER, NELSON MULLINS



## We're the people behind the technology

When we talk to people about their general satisfaction with litigation technology providers, the discussion rarely focuses on the technology itself. Instead, the conversation usually centers on the quality and responsiveness of service, and the speed with which deadlines are met and issues are resolved.

This is no surprise. When things heat up, deadlines get short and inevitable issues pop up, it is the people behind the technology that make all the difference. The experience, knowledge, skill and dedication of your project team will ensure your project runs smoothly and on time.

Our Project Managers' level of service at that dreaded eleventh hour has helped create some of the longest lasting partnerships we've had with our clients. We pride ourselves on our commitment to their projects and the extreme lengths our teams

will go to in order to help our clients be successful.

When you choose TCDI as a partner, we'll manage your project with the principles that we live by:

### **Experience that makes a difference**

In our business, experience counts. Each of our project management staff average eight years of tenure with TCDI and more than 12 years of real-world industry experience. They are adept at responding to the rigors and demands associated with time-sensitive projects. More importantly, they understand the challenges and issues our clients face.

### **Knowledge that can't be faked**

Many of our project team members had either law firm or corporate legal department experience prior to joining TCDI. Those that didn't grew into their positions

under the supervision of seasoned TCDI Project Directors. They have a high level of knowledge and understanding of the legal processes in which they work.

They also maintain high levels of knowledge and training on our client data structures, our ClarVergence® product platform, our data culling and processing environment and the standards, processes and controls for each of their responsibilities.

Your TCDI project team will work skillfully with you through critical project phases including:

- Scoping
- Project Planning
- Implementation and Training
- Execution
- Closeout

### **24/7 accessibility and responsiveness**

Select project team members are accessible, responsive and ready to assist you, no matter the hour or day.

- Our Project Managers are available to key client team members 24/7.
- Calls which are not answered directly are generally returned within the hour.
- All users have access to our Technical Support Team 24/7/365 for help with routine access issues and basic site functionality.
- Each project team has a dedicated Networking and Development resource available to quickly handle any potential connectivity, functionality or performance issue that may arise.

### **Continuity that builds trust**

Every project is assigned a TCDI Project Director who is dedicated to overseeing and coordinating the successful management of all your projects. After all, our assumption is you will be trusting us with multiple projects over time. We believe that providing you a dedicated team leads to serving you better. It also helps us gain greater knowledge and understanding of your goals, objectives, and work processes. Our intent is to be as consistent with your project team as possible. ■

TCDI provides advanced technology tested over years of use, but when the rubber meets the road, it's the experience, skill and responsiveness of our Project Teams that have built unprecedented levels of client loyalty. Our clients learn quickly they can trust and count on us – every time.

# Detail and technical Information

## OFFICE LOCATIONS

TCDI serves clients and users throughout the United States from four East Coast locations, including:

- GREENSBORO, NC  
Headquarters / Datacenter
- NEW YORK, NY
- WASHINGTON, DC
- MIAMI, FL

## CORPORATE STRUCTURE

TCDI's culture of productivity is stimulated by several factors, including:

- TCDI is privately held and 100% employee equity owned.
- Of approximately 100 employees, more than 85% serve in technical, technical support or client service roles.
- TCDI qualifies as a Minority Business Enterprise as defined by the National Minority Supplier Development Council, Inc. (NMSDC).

## COMPLIANCE AND CONTROLS

All TCDI processes and procedures are designed with exacting standards and measured to ensure compliance and repeatability, with factors including:

- All software development and services conform to strict standards and quality control processes.
- TCDI performs an annual SAS 70 Type II Audit of all internal processes and procedures involving client-facing products and services.
- TCDI welcomes, accommodates and assists with client-initiated audits.

## DATACENTER

TCDI maintains a Tier-3 Datacenter with three cold rooms located in two separate buildings, with features including:

- Approximately 5500 sq. ft. of elevated floor space.
- End electric build capacity of 160 WATTS per sq. ft.
- 80 tons of air conditioning at current cooling requirements with capacity to add an additional 60 tons. N+1 cooling capacity.
- Dual upstream Internet carriers. Dual fiber entrances with diverse fiber paths.
- Emergency power provided by dual conversion UPS system. Onsite generator backup with an excess of 24 hours of fuel.
- Waterless/clean agent gas fire-suppression systems.



## PHYSICAL SECURITY

TCDI employs state-of-the-art physical security measures, with features including:

- Card key access with group-based security required in all non-public areas. Datacenter access requires additional biometric authentication.
- Central intrusion detection individually monitored for each floor when unoccupied.
- Video surveillance cameras 24/7/365.
- Armed security personnel on premises during non-business hours.

## NETWORK SECURITY

TCDI network security standard is designed to meet and surpass the most stringent client requirements, with features including:

- Firewalls with multi-tier/multi-segmented DMZ networks.
- Intrusion prevention that includes IPS and IDS deployed at infrastructure edge.

## DATA ACCESS SECURITY

Data access security is deployed at multiple levels, with features including:

- Data transmission over the Internet protected by SSL encryption.
- Optional two-factor user authentication available.
- Client-defined security groups controlling data access within the ClarVergence interface.
- Data encrypted during backup to tape and then moved to offsite storage.



## CULLING & PROCESSING

Culling and processing procedures are designed to be defensible and repeatable, with features including:

- Automated culling and processing applications and processes through Discovery WorkFlow®.
- Management of data through multiple processing modules based on client specifications. Standard modules include: file inventory, file filtering, de-duplication, metadata & text extraction (from over 390 file types), TIFF image conversion, image Optical Character Recognition (OCR), concept clustering and categorization, email thread identification, near duplicate identification, paper import and load file creation.
- Management of distributed work environment through scalable features of Discovery WorkFlow. Automation features allow effective management of large volumes or short deadlines.
- Processing throughputs of several hundred gigabytes of data per day are not uncommon for basic processing. Audit logs are maintained on every action taken on every data object from the time of inventory.



## CLARVERGENCE® FEATURES

ClarVergence provides broad Review & Production and Case Management capabilities via secure Internet connectivity, with features including:

- SEARCH
  - Basic or advance Boolean search on all fields
  - Concept search with one-click “Find Similar”
  - Search history
  - Combine saved searches
  - Select or tally index terms
  - Pop-up proximity search screen
  - Full text searching with hit highlighting
- GENERAL DOCUMENT VIEWING
  - View and sort fields on the fly
  - View native or image formats
  - Tally field data from the summary display
  - View full record metadata
  - Web edit individual or bulk records
- DOCUMENT REVIEW
  - Comprehensive Review Administration
  - View native or image formats
  - Concept clustering/categorization
  - Email thread grouping
  - Near duplicate grouping
  - Bulk tagging/coding
  - Rules-based cascade coding
  - Redaction and annotation
  - Dual monitor compatible
- REPORTING
  - System-wide standard reports
  - “Quick” or custom report layouts
  - Re-run existing reports or schedule reports to auto-run
  - Download or batch print reports
- COLLABORATION
  - Share folders and briefcases
  - Share reports, searches and search result sets
  - Data security honored by group
  - Upload files

## DOCUMENT PRODUCTION

Full document productions are made from the ClarVergence Review & Production platform to the TCDI full-service production facility, with features including:

- Input and management of Production specifications through simple Wizard-guided steps.
- Branding through Bates numbering, watermarking and standard or conditional legends.
- Multiple file types or load file formats output to preferred media type.
- Production history options include viewing documents and settings as produced or rerunning production with changed settings.



