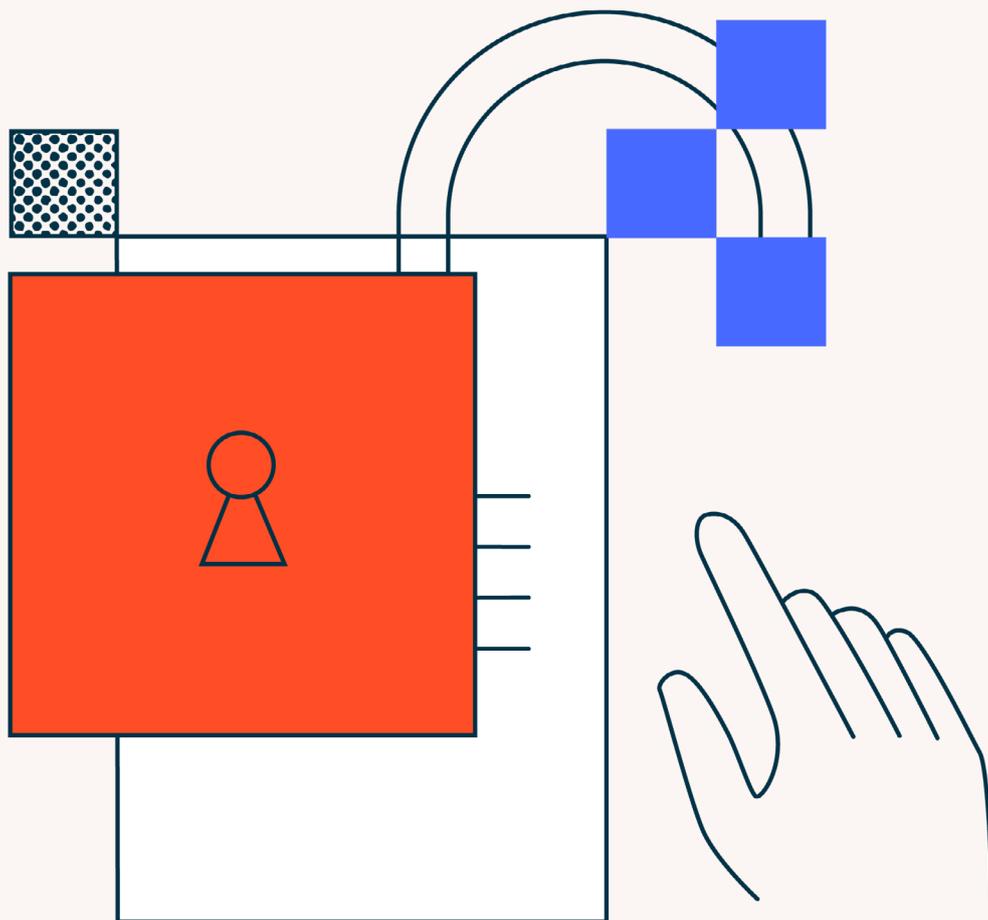


Establishing your own eDiscovery function



This guide outlines the partnership models that have supported our clients in establishing their eDiscovery functions.

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There are many reasons why a firm might consider integrating an eDiscovery function.

Deliver more value to clients

- End clients ultimately want lawyers who innovate and leverage technology to deliver quality work product and valuable outcomes efficiently.
- eDiscovery-powered review workflows allow lawyers to be more responsive and deliver high-value solutions and advice quickly.
- Using eDiscovery technology allows lawyers to focus more on their clients, rather than the technicalities and logistics of document review.

Reduce risk

- Storing client data with external parties that are not security-vetted or have inconsistent data management practices can increase the risk of data loss and breach.
- Implementing a dedicated, defensible and secure data management workflow offers peace of mind for all parties as sensitive client data can be at risk if not stored correctly within a firm's infrastructure.
- Sub-par or inconsistent service delivered by eDiscovery providers can impact your legal work and reflect poorly on your organisation.

Increase consistency and efficiency

- eDiscovery workflows and pricing vary greatly. If you use multiple providers, your team can lose time reviewing, analysing, and selecting an eDiscovery partner
- Legal review can be slow and may be viewed as a 'lower value' task by end-clients. Using integrated technology helps legal teams do these tasks more efficiently and accurately, meeting clients' expectations of value.
- With consistent eDiscovery workflows, legal teams become more familiar with how the work needs to be done and where efficiency gains can be achieved.

Reduce costs

- Document review without technology increases the human costs of the review process. This will impact cost, profitability, client retention and in some cases, staff retention.
- There may be a material cost associated with appointing an eDiscovery provider that does not meet the required standard. This cost can be attributed to time written off, non-billable work, or even a lost client.
- You can leverage the scale of your eDiscovery consumption across your team or organisation to reduce the overall cost of the eDiscovery workflow to your clients.

Make more money

- Lawyers can win more work by leveraging eDiscovery technology and workflows, delivering higher-value solutions to their clients sooner.
- Developing and building an internal eDiscovery function can provide various revenue-generating and profit-making services for your team or organisation.

While all achievable, getting there is not that simple. Trust us, we know.

There have been numerous instances, some recent, where companies have attempted to establish their own eDiscovery teams and failed.

"Sky Discovery is a true trailblazer in its field and should be commended for its hard work and dedication to providing quality services. I know that the team at Sky work hard and genuinely cares about fostering relationships with the people behind the business."

Senior Associate Large National Class Action Firm

Overcoming challenges and realising the benefits has been our reality for the past decade.

To succeed, you must address several key considerations. To help you understand what to expect, here are some important insights.

You need a team of experts

- Despite the rise of cloud-based eDiscovery solutions, which eliminate the need to maintain your own infrastructure and associated personnel, numerous other key responsibilities still need to be managed.
- Beyond core consulting, responsibilities include data management, oversight, innovation, automation, and implementation. Additionally, managing commercial and educational aspects is critical to driving utilisation, productivity, and profit.
- eDiscovery is a specialised discipline, and although it falls under the umbrella of Information Technology, it is a service that is rarely, if ever, capable of being delivered by a generalist information technology professional.

Utilisation and productivity issues

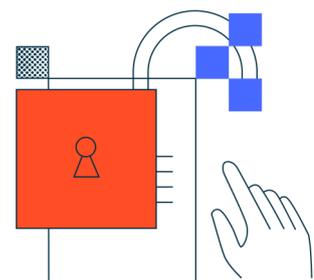
- Disputes, regulatory responses and investigations, the work most supported by eDiscovery workflows, are not 9-to-5 jobs and do not present an easy project management profile.
- At an organisational level, the work is often lumpy, either presenting with multiple competing deadlines, across multiple matters or having large periods of inactivity. This is a challenge for cost and resource management.
- Gaps in utilisation and reductions in productivity often lead to over-resourcing (and a lack of profitability) or under-resourcing, resulting in a reduction in service levels and even a failure to deliver on deadlines.

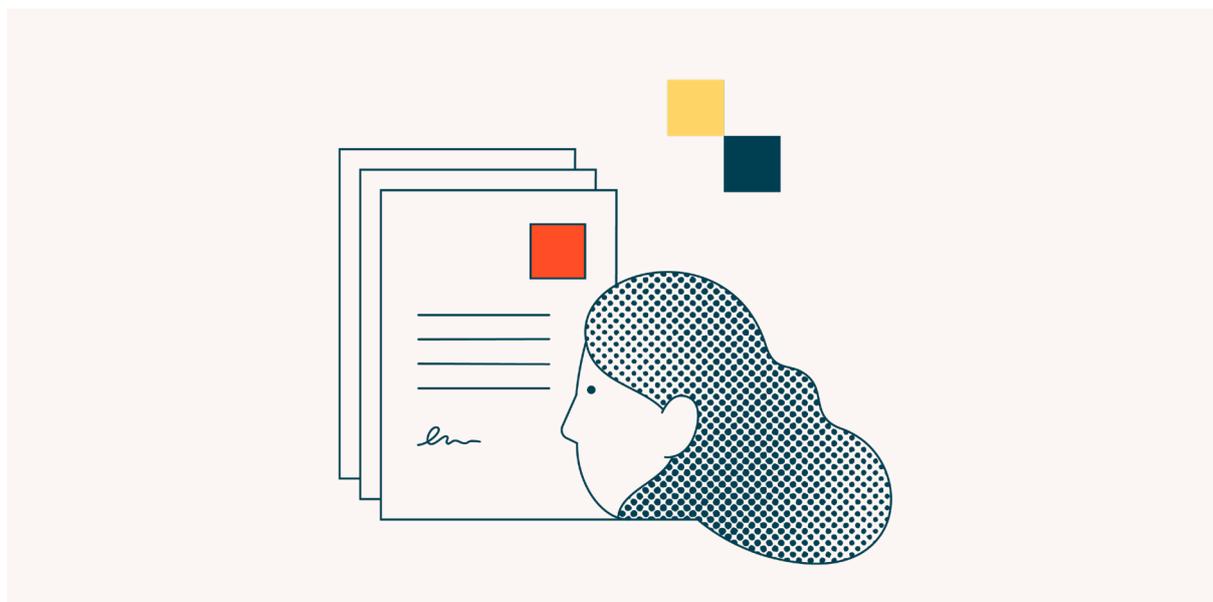
High minimum commitments (time and money)

- The convenience of cloud solutions comes at a cost; some providers have raised rates to cover the infrastructure management responsibilities they have shifted away from the consumer.
- Most leading eDiscovery software providers require significant commitments to consumption, across extended contractual periods. Due to the nature of the work and the required software support, it can be a long and risky pathway to break even or generate a profit.
- Pay-as-you-go arrangements (that don't require a commitment) with eDiscovery software providers are rare, and even when available, don't provide firms with access to price points that would be considered competitive in an open market.

Hard to find and retain experts

- There is a shortage of eDiscovery expertise, and many professionals avoid roles involving small eDiscovery functions due to challenges posed by a lack of resources or organisational buy-in.
- Those who accept these roles quickly realise that small or single-person eDiscovery teams are often unbalanced workplaces, which can be stressful and lead to burnout and staff attrition.
- The long lead times for replacements can result in the abandonment of internal solutions, causing significant cost and time implications for both the eDiscovery function and the legal team.





We've invested the time. We know how to implement systems that deliver quality work product faster and for less.

To help you establish the right approach for your eDiscovery function, we've developed options that can be tailored to suit your needs.

We work with all kinds of firms to align the options with their legal team's motivations, objectives and priorities. All our solutions are backed by Sky Discovery's market-leading team of eDiscovery experts, lawyers and matter specialists using industry-leading technology.

"The services provided by Sky Discovery are first-class. They work extremely hard, are available when needed, were incredibly helpful and guided our team through the process by finding simple solutions to complex issues."

Senior Associate Large National Law Firm

Find the right way to establish your eDiscovery function

Tailor a model based on successful deployments for our clients across Australia

Projects

Designed to allow teams to access expert eDiscovery support for matter-specific projects.

Small

Matters-specific legal team projects with up to 100gb data.

Large

Matters over 100gb typically involves gigabyte and user charges for better commercial outcomes at this scale.

Largest

Store large data sets at low-cost with limited features, while key data is kept in a full-featured review workspace.

All-in

Customise rates to include some or all support as an alternative billing method, providing greater certainty.

Bundles

Organisational or team-wide support for consistent team and client access and adoption.

Small

Teams running a handful of matters. Includes small GB and user volumes.

Medium

Organisations with 10-20 matters across multiple practice areas. Includes 100s of GB and 50+ users.

Large

Organisations with multiple offices and practice areas, running 20+ matters. Includes 1000s GB and 100s users.

All-in

Tailor rates to include some or all support as an alternative billing method, providing greater certainty.

Includes gigabytes and users for contracted periods.

Partnership

Evolve a fully integrated function, with increasingly more autonomy via a less risky pathway.

No staff

Utilise profit-generating solutions without internal eDiscovery experts.

Small team

Sustainably build internal teams and workflows supported by Sky Discovery experts.

Large team

Respond to the demands of successful systems and scale with flexible solutions designed to foster growth.

Inclusions

Scope additional technology and services depending on the function you want to build.

Includes gigabytes and users for contracted periods.

All inclusions can be tailored to your workflow preferences, commercial appetite and future plans.

Whichever pathway you choose, your eDiscovery is better with our solutions, support and security.

✓ Access to our market-leading experts across consulting, data, innovation, IT and commercial.

✓ RelativityOne or Sky Cloud with advanced custom technology, growing AI capabilities and more.



✓ ISO 27001



✓ SOC 2



✓ PCI DSS



✓ HIPAA



✓ GDPR



✓ DPF

We'll help you choose which model is the right solution for you. All benefit from our market-leading technology, service and experience.

Experts

Gain access to our market-leading team for support across consulting, data management, innovation, IT and commercial. We charge solely for our consulting services, which can be billed in various ways based on your preferences via a combination of fixed fees, hourly or blended rates.

Technology

Sky Discovery has invested heavily in Relativity and offers two platforms – Relativity One and Relativity Sky Cloud. This provides us with maximum technological and commercial flexibility. We have extensive experience in integrating and supporting these platforms for lawyers and their teams.

We have taken significant steps to customise our Relativity environments, delivering more accurate work products to our client partners quickly and for less. This innovation and development also extend to many client-facing solutions and technologies, including Generative AI.

We have access to a range of tools from both Relativity and external third-party providers. Additionally, we have developed our own Generative AI-powered tools, which are available to our clients under all of our models.

Security

You and your client need peace of mind regarding critical information security. We are ISO27001 certified and prioritise best practices for risk management, including our own 24/7 monitoring and regular audits.

"Sky Discovery has demonstrated a commitment to innovation and continuous improvement. They regularly inform us of new and improved products that meet the evolving discovery needs in large-scale litigation, enabling us to be more productive and efficient."

Senior Associate Large International Law Firm

Want to start building your own eDiscovery function? We can help.

Whichever pathway you choose, we will ensure that what you have in place will continue to support you and your firm as you evolve.

Let's talk

Our process is simple. First, we need to understand your motivations, objectives and priorities. From here, we can match those needs to our various models. We also have the capability and experience to design a customised solution for you.

The experience within our team extends well beyond the decade we have been in operation. We have assembled one of the largest teams of expert eDiscovery professionals in Australia. We can share our knowledge and experience with you, empowering you to make informed choices.

We will take you through the following process to help you understand which of our solutions might work best:

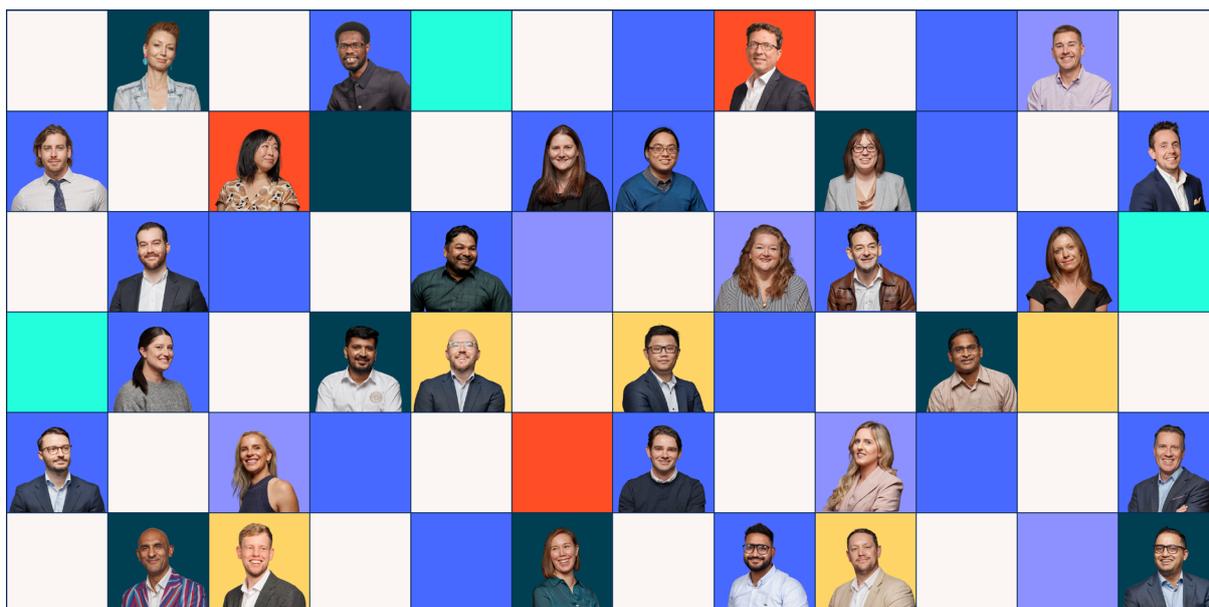
1. Discovery session
2. Solution presentation
3. Solution refinement
4. Implementation planning
5. Rollout
6. Post-rollout review
7. Regular reporting
8. Review and renew

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At Sky Discovery, we focus on the technical solutions so you can focus on the law.

Almost everything is discoverable

There was a time when lawyers could focus more on the law. Time flies, and so does technology. In addition to the everyday challenges, the demands on lawyers for discovery and deadlines are intensifying with the ever-increasing volumes of data and data locations that may be relevant to a matter.

eDiscovery can be complex

While innovation will continue to be a priority for lawyers, the process of collecting and organising data and documents is often complex and inefficient. Furthermore, it is a specialised area that requires swift and defensible execution. In many ways, it is not actually lawyering.

You can focus on the law

Since 2016, our mission has been to uncover what matters for lawyers and their teams. The volumes of discoverable data will continue to grow, while deadlines shrink. Every day, we see how lawyers who partner with us have more time to focus on the law and their clients.

Helpful resources

As specialists we continually invest in R&D and best practice so we can advise our partners with confidence. These insights culminate in helpful [resources](#) and [references](#) for lawyers and decision-makers.

Data Identification Questionnaire

Our questionnaire aims to help you quickly and accurately identify data potentially relevant to your matter. The information captured from key stakeholders will facilitate the development of a collection plan and enable its swift and defensible execution.

[Learn what to consider](#)

Draft Exchange Protocol (Australia)

This reference is used by our teams on most disputes in most jurisdictions within Australia. The template provides a starting point for developing a protocol that governs the exchange of documents for Australian disputes.

[Learn what to consider](#)

Practice direction by jurisdiction (Australia & UK)

Reference our index of all Australian and UK eDiscovery practice directions.

[Learn what to consider](#)

Learn more

Negotiating a document exchange protocol with opposing party	↗
Reducing discovery obligations with another party	↗
Developing an appropriate review workflow	↗

AI or otherwise, when new challenges arise, we find practical, accurate and defensible solutions.

Our growing AI capabilities

- 

Chat
Summarise, translate and label documents using natural language prompts.
- 

Scan
Recognise and tag objects in images and convert them to structured, searchable data.
- 

Mass Action
Prompt, record and reuse multiple document review queries simultaneously.
- 

Extract
Capture and populate data from templated forms into structured, searchable data.
- 

Validate
Review, summarise and fact check document references to supporting evidence.
- 

Transcribe
Extract audio and video files and organise them into searchable transcribed data.
- 

Compare
Review and summarise document similarities or differences in a structured, searchable format.
- 

Translate
Translate and maintain context in documents in their original format in up to 100 languages.
- 

Chronology
Organise, link, track and review an automated sequence of events from documents.
- 

Review (aiR)
Locate material related to legal issues important to your case strategy.
- 

Retrieve
Gather insights across entire datasets and retrieve quick answers and key references.
- 

eDiscoveryAI (eDAI)
First-level AI review, AI-backed early case assessment and automated privilege review.

Leverage AI on your next matter. [Our solutions >](#)

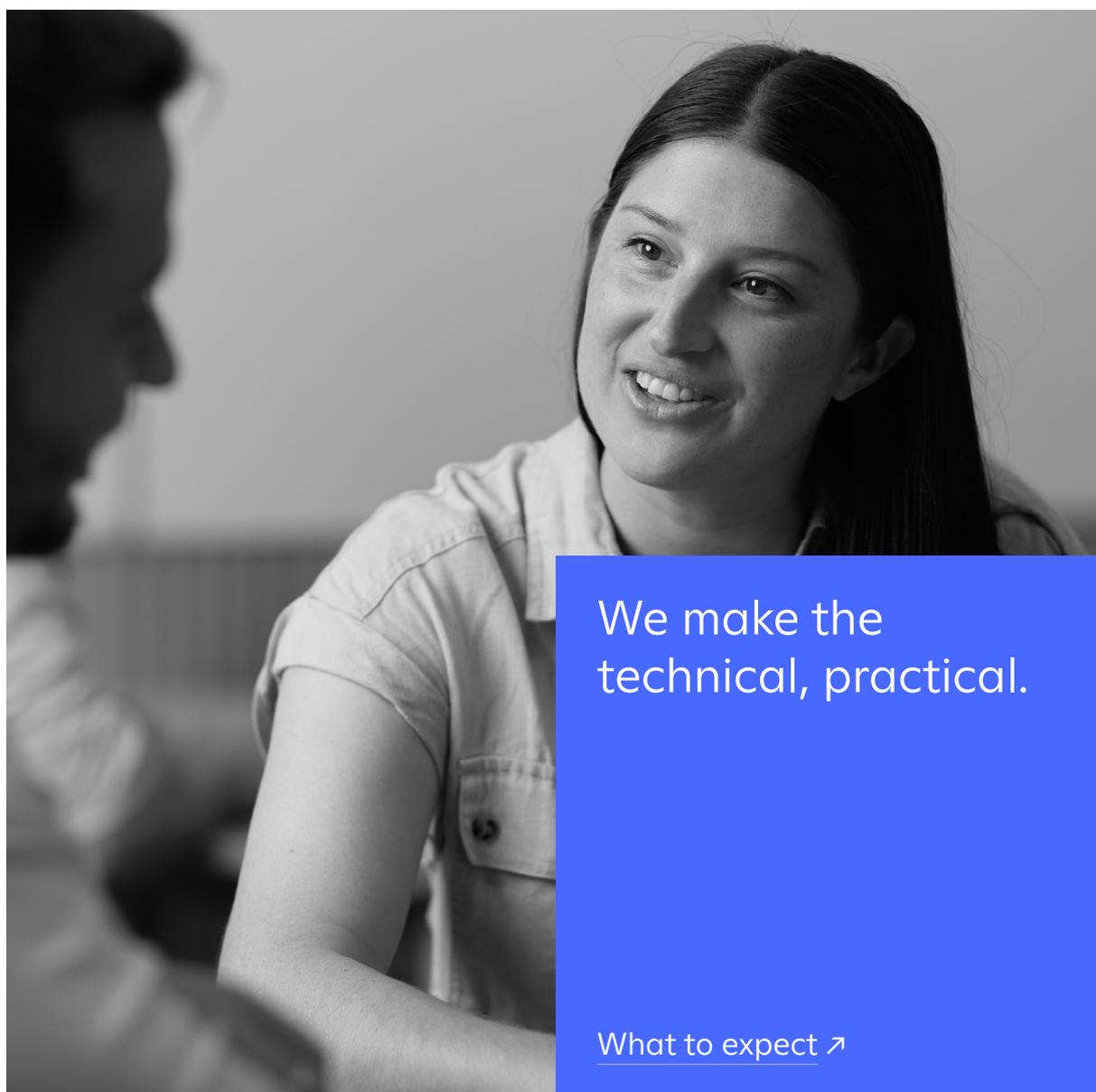
Client success cases

<p>Extracting data from forms using AI workflows</p> <p>Investigation, Process, Enhance, Review, Sky Solution</p> <p>Read</p>	<p>Leveraging continuous active learning in large scale document review</p> <p>Dispute, Analyse, Review, Sky Solution</p> <p>Read</p>	<p>Migrating an active eDiscovery project from another provider</p> <p>Dispute, Regulatory, Investigation, Process, Sky Solution</p> <p>Read</p>
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[Client success ↗](#)

You need a team with a balance of legal, eDiscovery and technology expertise, this is who we are.

Our expert team of lawyers and technologists are available to assist you with navigating all stages of your matter, from the first meeting, through scoping, to completion. We focus on technical solutions so you can focus on the law. Find out how we help.



We make the technical, practical.

What to expect ↗

