



bluesource Managed Services for the Clearwell eDiscovery Platform

Everything you need. One experienced partner.

Few things are more disruptive to your business than eDiscovery. It demands fast, precise and total attention. It can hit you at any time, and tie up valuable resources. The right discovery software can help, but to most effectively manage the challenges of Discovery, your business needs more.

bluesource's solution enables the leading electronic discovery software: Clearwell eDiscovery platform, to the specific needs of your business. Our experts will scope, implement, support and manage everything – **behind your firewall**. We'll even work with you and your legal teams to optimize the EDRM workflow

The service is comprised of three components :

Expert Advice

- bluesource Master Specialists in leading eDiscovery technology — Clearwell
- Accredited by Symantec
- On-demand legal guidance provided by our attorney on retainer

Clearwell Platinum Service

- 99.9% uptime SLA
- App & OS management
- 24x7 Remote technical support
- Continuous application and event monitoring
- Automated error detection and prioritization
- Client portal
- Service credits
- Monthly service reporting

Discovery Assist

Clearwell support for:

- Paralegals
- Attorneys
- 90 minute end user support response guarantee

At bluesource we work with your in-house IT team to help optimize resources and budgets by managing your infrastructure to ensure your eDiscovery framework is robust at all times. Discovery Assist is a new end user support service for litigation support teams, attorneys and paralegal users of the Clearwell eDiscovery Platform. Discovery Assist is offered with bluesource's new platinum level managed service for Clearwell that provides a 99.9% uptime guarantee and provides Application Management, Proactive



Monitoring & Reporting and Remote Technical Support 24/7, as we proactively manage the health of your Clearwell infrastructure. We help ensure everything works as it should, right from the start.

Benefits:

- Quickly and accurately respond to audits, legal claims or data preservation orders
- More effectively evaluate claims – without sacrificing productivity.
- Provide a legally defensible eDiscovery process that can withstand the test of court scrutiny
- Lower legal service fees. With advanced classification you send only what you need to outside counsel to reduce data processing costs – customers can save an average of 63% on processing costs
- Rest easy knowing users are fully supported 24x7
- Stay in control, in a growing litigious environment, leveraging best practice technology, and saving you money

Assess:

In just one week, remote support for existing Clearwell implementations will be activated and a health check by certified professionals will be initiated to identify areas of immediate risk.

Transform:

Recommended best practices resulting from the completed health check are optimized to provide a robust framework for on-going SLAs, and to ensure the most recent product versions are being utilized.

Operate:

Final acceptance into service, commences proactive monitoring and production SLAs.

Our team has designed an on-boarding process that implements industry best practices and gives you the support you required, whenever you may need it.

Find out more about bluesource and learn how we can help enable technologies to solve your eDiscovery challenges

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