

Overview

H5 is the only proven provider of fully outsourced automated document review, consulting and analytical services for litigation, records preservation, and regulatory compliance. H5's team of experts includes attorneys, subject matter experts, linguists, research specialists, statisticians, information technologists, and process engineers. Our customizable solutions enable clients to reduce their time to completion, cost, and risk by 50 percent or more compared to the next best alternative – traditional manual review or manual review assisted by search tools.

Unlike other document review solutions, H5 has been benchmarked for speed, cost savings, and accuracy through rigorous, independently verified protocols. As a result, only H5 can prove and quantify the significant benefits it delivers.

Problem

The document review process as we know it is collapsing under its own weight with the explosive growth of electronically stored information (ESI). Corporations caught in litigation or trying to maintain records preservation or retention policies must deal with millions of pages of documents and complex issue codes. Manual document review simply can't handle such large document sets without losing accuracy. Meanwhile, the cost and time needed for review are increasing dramatically, along with the risk that relevant information will be overlooked.

Desktop search tools don't solve the problem. Keyword and concept searches lack subtlety, often missing up to 50 percent of the relevant documents. Software installation, maintenance, and training take up precious time and resources. More importantly, search tools don't address the three inherent weaknesses of document review:

- **Deficient knowledge transfer.** Once a document review team grows beyond a few people, it's impossible to ensure that all the reviewers will have a thorough understanding of what the senior litigator is looking for.
- **Lack of consistency.** Even the best-trained reviewers may be affected by fatigue, distraction, or snap judgments, so they may evaluate the same document differently at different times. Consistency between reviewers is also difficult to maintain.
- **Lack of quality assurance.** The traditional document review process lacks externally verifiable standards to measure its effectiveness. As a result, litigators have trouble answering the key question: "Of all the documents we should have retained, produced, or found, how many did we actually retain, produce, or find?"

Solution

H5's fully outsourced automated document review helps our clients meet these challenges:

- **Close collaboration with clients and their counsel.** We work closely with our clients and their senior legal architects upfront to establish exactly what should be considered relevant or responsive and then precisely document each of those decisions. Throughout our process this documentation is the standard by which relevance or responsiveness is determined.
- **Total consistency.** We train our software to replicate the relevance and responsiveness assessments of our clients' senior counsel. The automated nature of the H5 process ensures that these assessments are applied consistently from the beginning of a review through completion.
- **Proven accuracy.** Throughout a review, we conduct meticulous quality assurance tests to gauge and measure our performance against the standard information retrieval metrics of precision and recall. We use the information from these tests to iteratively refine our process and ensure that we retrieve what our clients need and nothing more.

The high level of H5's performance has been benchmarked in a series of studies – each of which followed rigorous academic protocols and was monitored by independent third parties. These studies confirm H5's measurable superiority over traditional manual review.

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**Consulting and
Analytical Services**

In addition to our automated document review, H5 also provides consulting and analytical services for litigation, records preservation, and regulatory compliance needs. These services include, but are not limited to:

- “Meet and confer” and ESI plan negotiation support
- Issue scoping and definition
- Document discovery strategies
- Search string review and consulting
- Production completeness analysis
- Production challenge support
- Deposition preparation support
- Targeted thematic analysis