Wolters Kluwer

When you have to be right

ELM Solutions

# *There's a better way to manage Legal Holds*



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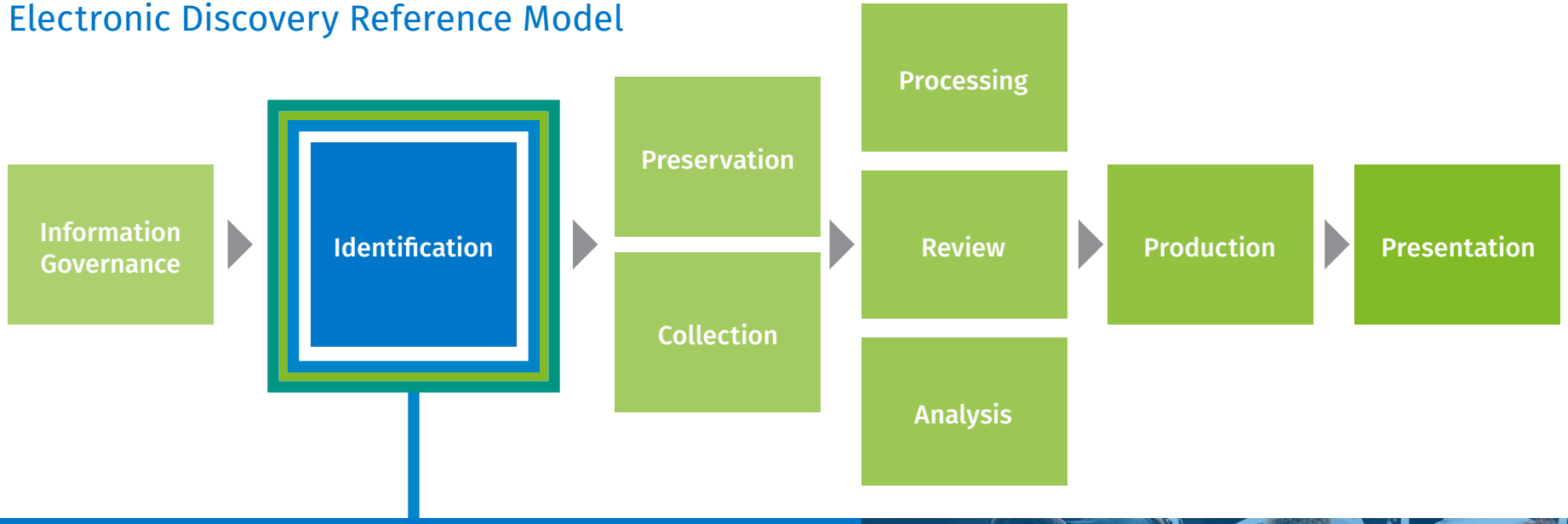



# The e-discovery process: Getting it right from the start

Legal holds is a critical part of the e-discovery process and is the identification stage of the Electronic Discovery Reference Model (EDRM).

As a key stage to beginning the e-discovery process, a lot rides on having a strong and accurate legal holds process to reduce organizational risk.

## Electronic Discovery Reference Model




An organization must preserve records when it learns of pending litigation or when legal action is anticipated in the foreseeable future.

It may also be put into effect to preserve all sorts of relevant information as a result of a current or an expected audit or investigation.

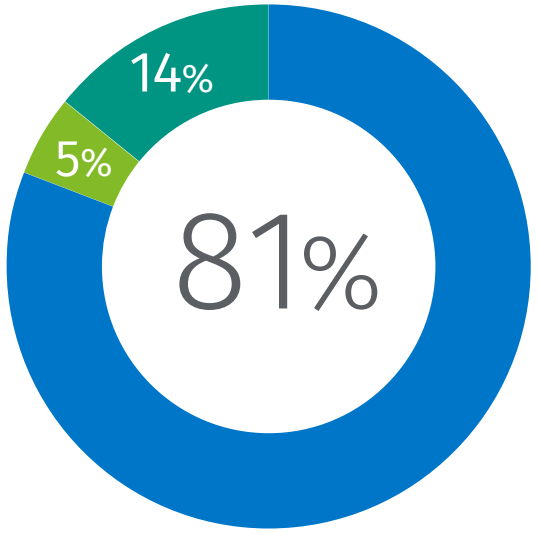
All processes leading to disposal of data are suspended to ensure data availability for the discovery process prior to actual litigation.

The relevant custodians and recipients of information are identified and properly notified.



# How organizations are managing legal holds

## Most organizations manage legal holds in-house.




57%

Automate legal holds and preservation process

=

11%

Increase over 2016

Although legal holds can be managed with a manual process, more in-house corporate legal teams are automating legal hold and data preservation processes.

Source: Blickstein LDO report

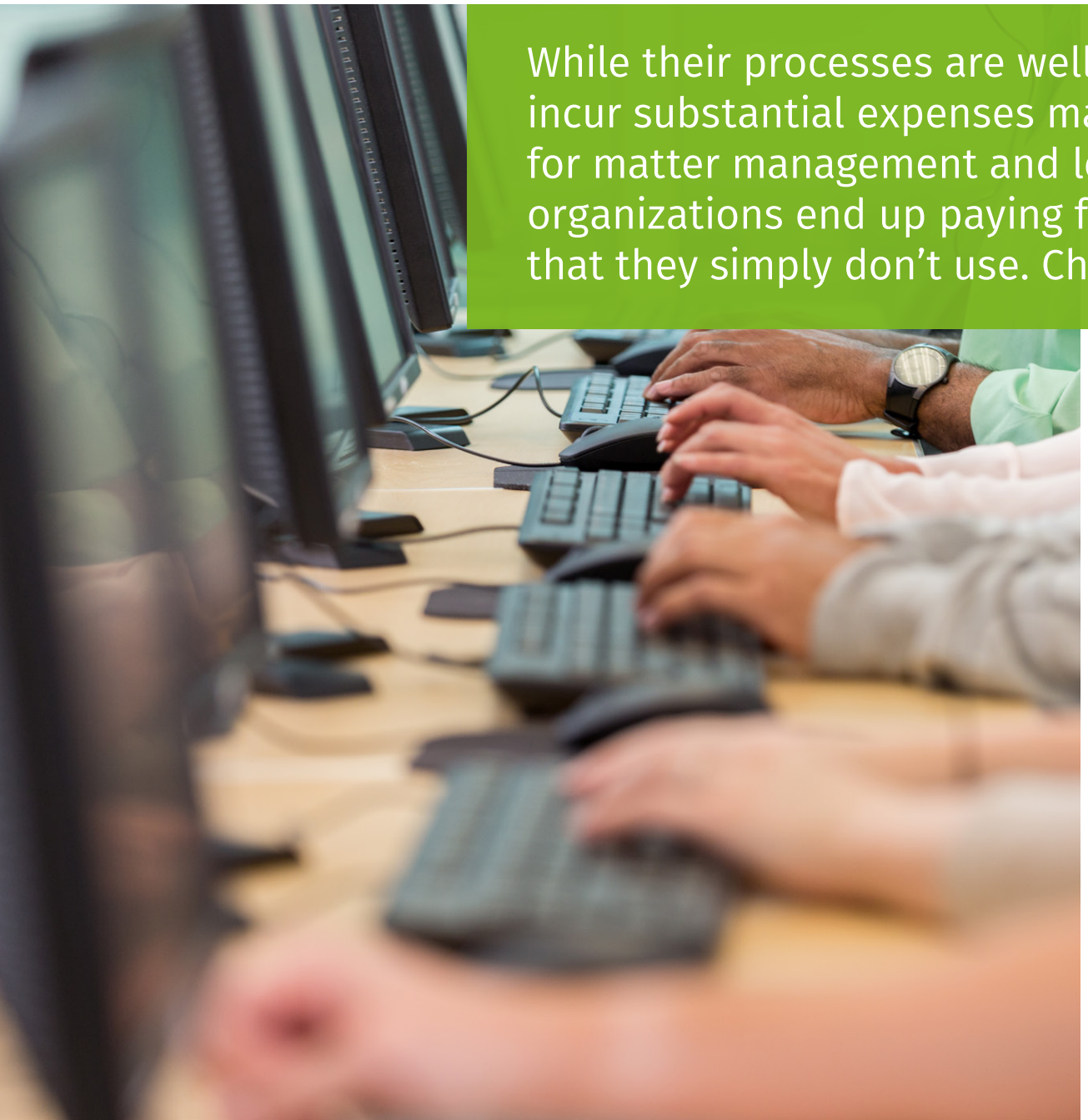
# Managing legal holds in-house without automation is risky

## Companies using a manual process lack a repeatable, defensible process to ensure compliance and face significant compliance risk.

- Increases the likelihood of human errors, resulting in missing key dates for compliance or having poor data quality.
- Administering inconsistent and cumbersome workflows, first by manually generating dozens, if not hundreds, of emails, and second by attempting to track custodian responses on desktop tools such as spreadsheets, which is neither efficient nor scalable.
- Assumes unnecessary risk of court-imposed sanctions for failure to meet the legal standards of compliance because of an inability to effectively report and comply with audits.



# Companies using full e-discovery software face risks as well



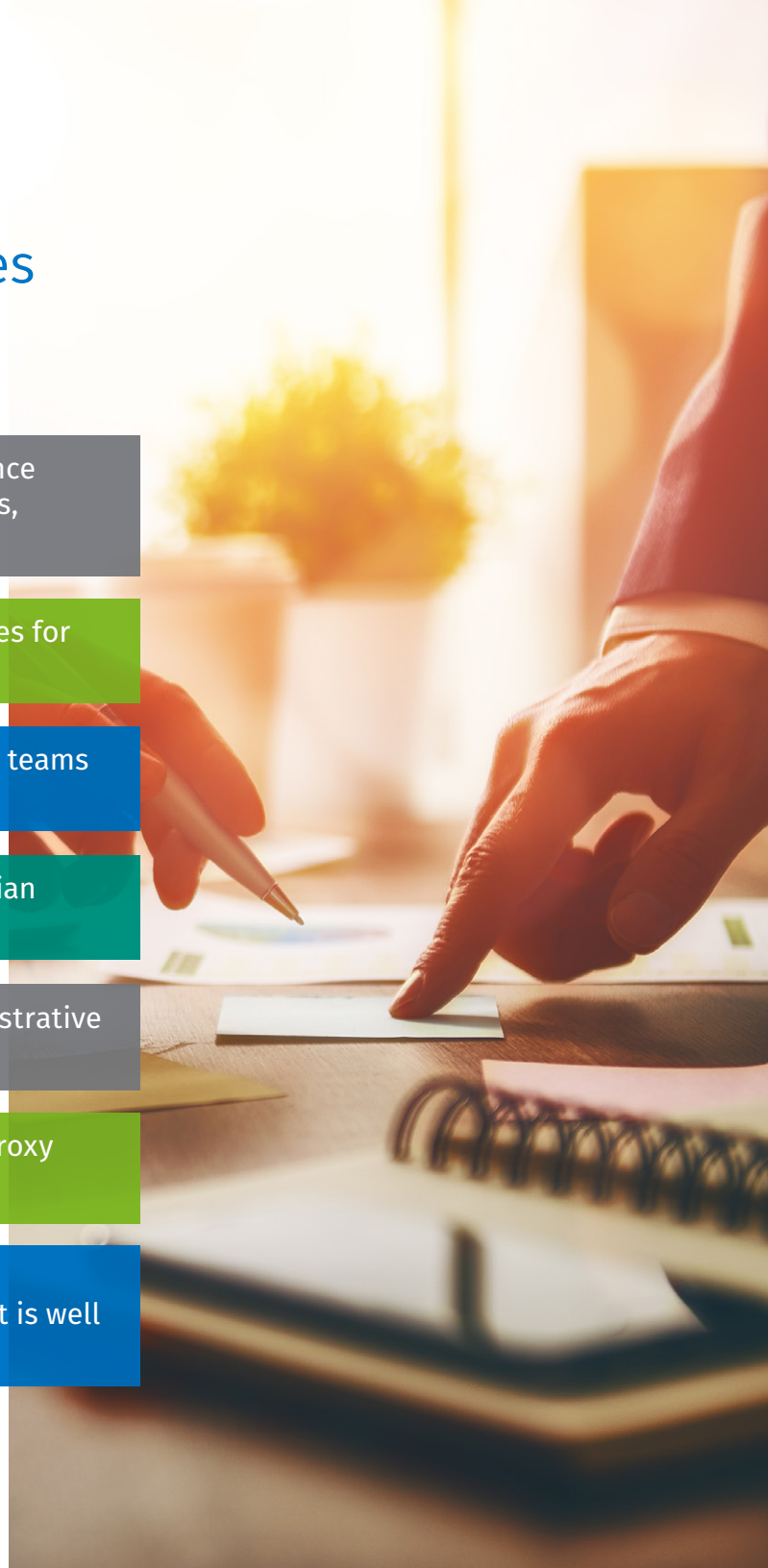
While their processes are well defined, organizations may incur substantial expenses maintaining multiple systems for matter management and legal holds. Many of these organizations end up paying for features in these platforms that they simply don't use. Challenges include:

- Managing and supporting multiple databases for matter and legal holds data.
- Ensuring matter management and legal holds workflows are constantly in-sync and working together.
- Providing a consistent user experience, as users struggle to learn two ways to handle the same workflow processes.
- Reviewing reports from disparate systems with merged data, leading to potentially inaccurate or inconsistent results.

# Investing in a solution designed specifically to manage legal holds addresses these challenges

## A modern legal holds solution:

- Leverages the power of technology to reduce risks by providing compliance assurance, defensibility, and repeatable and scalable workflow processes, which enhance productivity.
- Meets the legal holds needs of your organization without adding expenses for unnecessary features and maintaining multiple systems.
- Provides a common user experience, eliminating undue burdens on legal teams to use multiple systems to support the same process.
- Eliminates the need to manage spreadsheets by fully automating custodian notifications, acknowledgements, reminders and escalations.
- Provides a common platform for reporting and auditing, reducing administrative burden on your legal department.
- Supports sophisticated workflows, such as confidential/silent holds or proxy acknowledgements, to accommodate the needs of any organization.
- Provides compliance assurance by tracking and continually monitoring custodian notifications and responses in a real-time, repeatable way that is well defined and auditable.

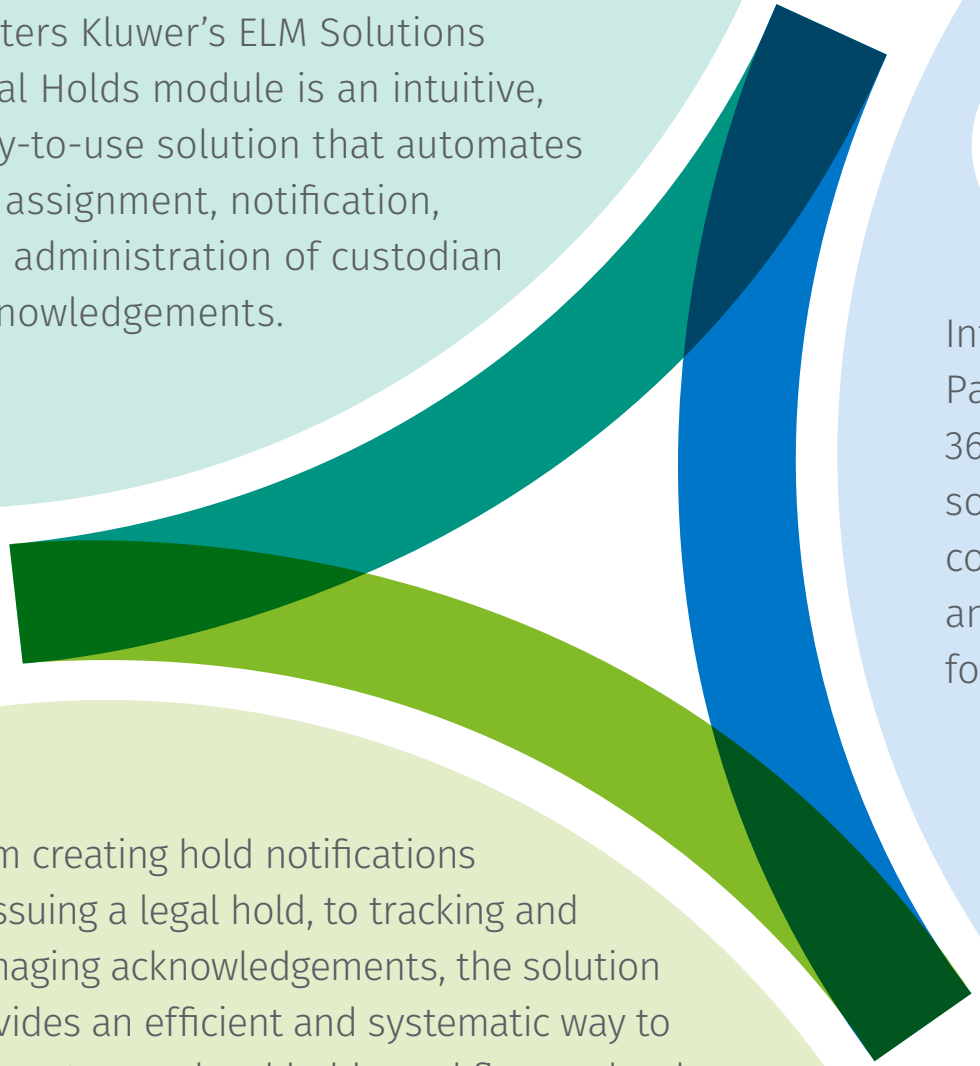


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# Legal Holds for Passport® and TyMetrix® 360°

## The ideal legal holds solution

Wolters Kluwer's ELM Solutions Legal Holds module is an intuitive, easy-to-use solution that automates the assignment, notification, and administration of custodian acknowledgements.



Integrates fully with Passport® and TyMetrix® 360° matter management solutions, providing a consistent user experience and overall better usability for the legal department.

From creating hold notifications to issuing a legal hold, to tracking and managing acknowledgements, the solution provides an efficient and systematic way to automate your legal holds workflow and reduce your organizational risk.

ELM Solutions

# Wolters Kluwer's ELM Solutions Legal Holds module offers robust functionality across the four key domains of legal holds

## Administration

Managing custodians; archiving/ restoring/deleting legal holds; assigning proxies and identifying confidential holds.

## Workflows

Day-to-day management of legal holds process including custodian acknowledgements, proxy acknowledgements, confidential holds, and escalations.

## Integrations

Full integration with Passport and TyMetrix 360° matter management for an intuitive and consistent user experience.

Integrates with other third-party external systems.

## Management Reporting

Auditing tools to confirm compliance, monitor custodian responses and employment status changes, and track key performance metrics.

# Benefits of ELM Solutions Legal Holds

## Drives operational efficiencies and execution speed to issue, release, and track legal holds in your organization

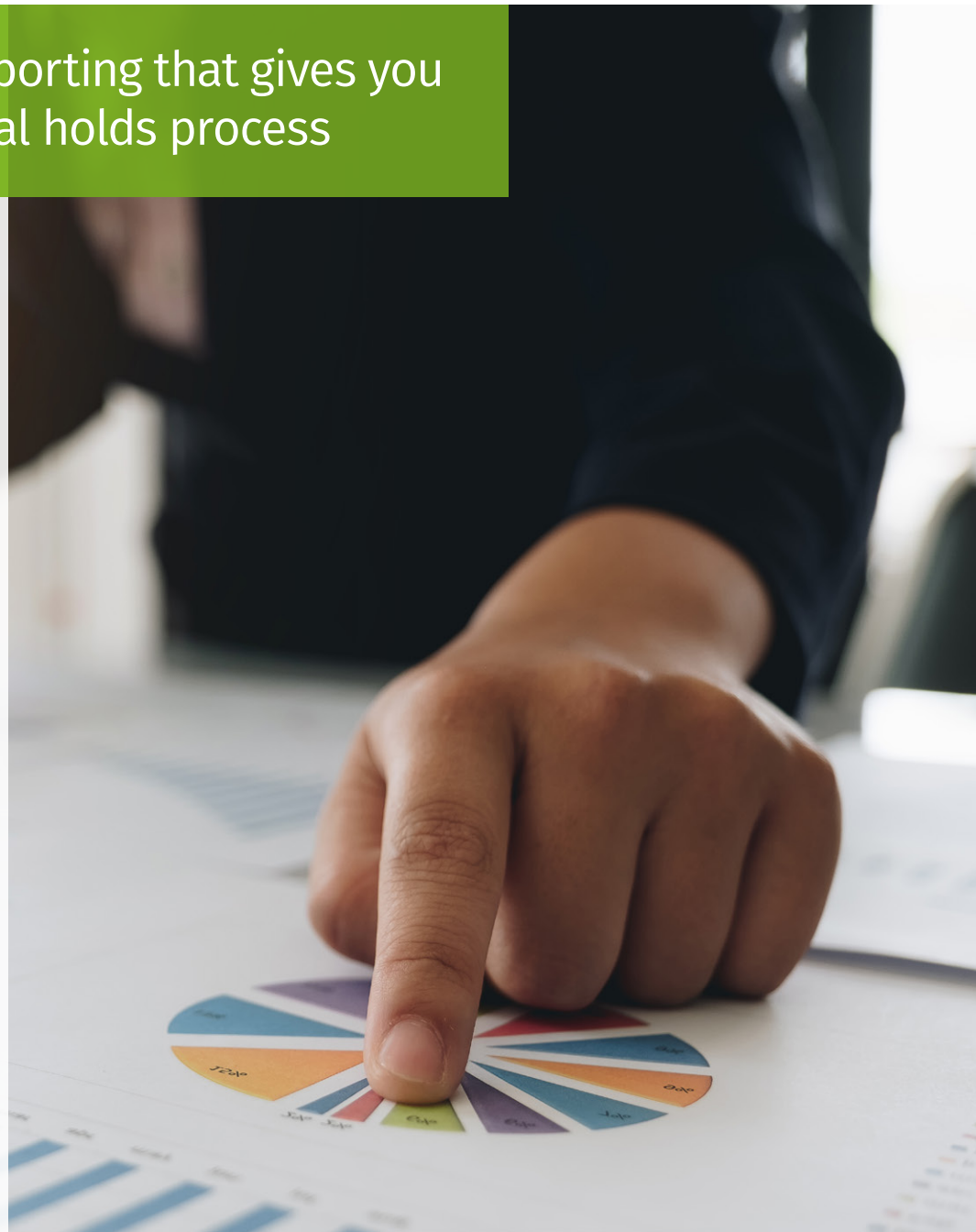
- Execute legal holds with greater speed and efficiency.
- Ensure compliance for custodian and proxy acknowledgements and confidential/silent holds.
- Reduce time-consuming, cumbersome, and costly manual processes.
- Create a well-constructed, repeatable, and systematic process that is easy for your staff to use.
- Establish defensible proof with built-in reporting capabilities.



# Benefits of ELM Solutions Legal Holds

## Tracks key performance metrics with reporting that gives you visibility and transparency into your legal holds process

- Record custodian and proxy acknowledgements and easily track changes in custodian status.
- Document custodian responses and non-responses for compliance.
- Manage confidential holds, assuring privacy of sensitive matters.
- Establish a defensible and repeatable process with pre-built reports that minimize the risk of potential court sanctions.



# Benefits of ELM Solutions Legal Holds

## Unifies disparate processes

- Seamlessly integrates with both Passport® and TyMetrix® 360° Enterprise Legal Management systems.
- Offers a simple, intuitive user experience that is familiar with your existing applications.
- Securely integrates with external third-party systems.





# Contact Us

Automate your legal holds workflow and reduce your organizational risk with Legal Holds from Wolters Kluwer's ELM Solutions for Passport® and TyMetrix® 360°.

Contact us to discuss how we can help you bring efficiencies and speed to your legal holds management.

Arrange a free consultation.
Call: **+1 800 780 3681**
Email: **elmsolutionssales@wolterskluwer.com**

**www.wkelmsolutions.com**