

7 Criteria to consider in an eDiscovery Solution

- 1 Situational Analysis** - First of all, you must analyze the situation. What do you face and how often? There are People, Protocols and Process that must be taken into consideration. Who are the budget holders? Do you need sponsorship to take on this eDiscovery initiative? How do you currently handle the eDiscovery process? 
- 2 System Scope** - Here we get into what type of eDiscovery solution are you looking for? Is it an end-to-end solution? Best of Breed? Who are the decision makers in the eDiscovery process? Is the IT department involved? Do they get to decide on the entire solution or just part of it? What about the Legal Department, the users? 
- 3 Type of System** - Are you looking to bring the entire eDiscovery solution in-house or just part of it? Will it be on-demand? On premise? Or hybrid of both? 
- 4 Technology** - In addition to the functionalities that support the EDRM, de-duplication, auto-redaction, you might need to consider multi- language support if your business is global with offices worldwide. What about audio and image search. Being able to index and search audio is being increasingly important. 
- 5 Vendor** - When looking for an eDiscovery vendor, experience is essential. eDiscovery is not an area when a vendor can just jump in and perform a great job. There's a huge learning curve and experience is critical. How many implementations has the vendor done? The size company may not matter if the vendor has been in the eDiscovery space for years. Ask questions about their team. Who is on the sales team, support and who will be your project manager? How long has the implementation team been in eDiscovery. Ask for customer references! 
- 6 Product** - When reviewing the eDiscovery software, will it be able to easily integrate with your existing IT systems? You've invested a lot of money in these existing systems and do not want to incur additional costs to implement a new solution. Is it scalable? Will it be able to provide the same throughput as the volume of data increases? The best proof is customer references. 
- 7 Pricing** - What type of volume will you be doing? If you are going to generate a heavy volume, then a perpetual license might be better than a subscription. A perpetual license will save costs in the long run? How about the number of users? Are there additional costs to add users? What about the number of servers involved? How will all of these affect the pricing? 