

# Law Firm Managed Services

FLEXIBLE TECHNOLOGY AND SERVICE DELIVERY MODELS TO MEET YOUR NEEDS WHILE ENSURING A HIGHLY SECURE, DEFENSIBLE, AND EFFICIENT EDISCOVERY PROCESS

## Ensures World-Class Quality

Tried and true procedures ensure the highest quality

## Provides Unparalleled Security

Both ISO 27001 certified and HIPAA compliant

## Lowers eDiscovery Spend

Predictable pricing allows for significant cost savings and complete transparency

## Delivers Expert Guidance

On-demand technology and legal expertise when and where you need it

## Challenges We Address

There is a wide range of ediscovery-related challenges that are common to law firms. These include:

- **Outdated software** — Many law firms are still using legacy ediscovery software tools that work poorly and, in some cases, are no longer supported by the developers. This leads to a time-consuming, perpetual search for state-of-the-art tools that come with hefty price tags.
- **Wide margin for error** — It's typical for litigators to worry about whether their team is preserving and collecting data in a defensible manner, running any risks of spoliation, properly documenting their processes, and vulnerable to quality control issues. And, if these occur, it can be detrimental to the outcome of the case.
- **Data security risks** — There may be no single greater risk management challenge to the modern-day organization than data security, and dozens of law firms have discovered in recent years that they are prime targets for cyber criminals. This risk is amplified when it comes to ediscovery because many firms work with various co-counsel, litigation consultants, and ediscovery support vendors creating a challenge of geographically dispersed data outside their firewall.
- **Staffing augmentation concerns**— Many law firms are operating with over-burdened internal teams and lack the resources to handle the end-to-end ediscovery process effectively, especially for large and fast-moving matters that suddenly create a surge in activity. In addition, it can be a challenge to obtain expert technical support immediately, and in high-stakes litigation, a technical problem that goes unresolved for hours can result in millions of dollars in exposure for clients.

## Benefits We Provide

Lighthouse helps you save time and money, as well as reduce risks related to ediscovery management by ensuring quality, providing security, lowering spend, and delivering expert guidance. We have a deep bench of specialized experts in forensics, linguistics, predictive coding, and more that can supplement your ediscovery team as needed. We work to create a customized playbook for each Managed Services client that outlines specific processes for the ediscovery workflow so that you understand how to efficiently and effectively navigate each stage of ediscovery. This playbook is accompanied by frequent in-person

“Lighthouse has an impressive track record as a leading provider of ediscovery managed services. We evaluated the offerings of many ediscovery services companies and were impressed with Lighthouse’s people and processes, their commitment to data security, and overall quality.

Ty Dedmon, Litigation Partner and Chair of the eDiscovery Committee at Bradley Arant Boult Cummings

educational sessions, ongoing technical support, and a dedicated technical training resource to make sure you and your team are comfortable with their roles in the workflow.

## MANAGED SERVICE MODELS

We provide end-to-end data management services – from initial preservation through search, analysis, review, and production – delivered by a team of experienced professionals. We offer three models for Managed Services, depending on your unique needs.

1. **Infrastructure Model** — Some law firms simply want access to ediscovery tools in a secure, cloud-based environment. In this model, the firm staffs and manages the ediscovery workflow, but outsources the infrastructure to Lighthouse through a SaaS/laaS arrangement. Lighthouse assumes responsibility for management, maintenance, and security of the technology.
2. **Collaboration Model** — Some law firms prefer to collaborate with outside experts regarding their ediscovery process development, staffing, and technology deployment. This model provides a structure for clients to leverage our experts for assistance as needed, but only as a supplementary resource to enhance their internal ediscovery team, processes, and technologies.
3. **Fully-Outsourced Model** — Some law firms make a strategic decision to outsource the entire ediscovery workflow to a trusted service provider. In this model, we assume responsibility for nearly all of the firm’s requirements – staffing, software, infrastructure, process, and overall management. There are slight iterations of this model (e.g., the technology may be owned by the firm or it may be owned by Lighthouse), depending on the strategic goals of the individual firm.

“Lighthouse is an integral part of our ability to provide high-quality client service, and I know I can count on them for timely, knowledgeable, and experienced support. Definitely the gold standard in overall commitment and quality.”

Kayann Fitzgerald, Senior Manager,  
Litigation Practice Support & eDiscovery,  
Foster Pepper PLLC

	INFRASTRUCTURE MODEL	COLLABORATION MODEL	FULLY-OUTSOURCED MODEL
ENGAGEMENT	SaaS	Ranges from SaaS with burst capacity	Completely outsourced business process
STAFFING	Staffed primarily by client	Staffed by client & Lighthouse using one common process	Staffed primarily by Lighthouse
SOFTWARE	Licensed by client or shares Lighthouse license	Licensed by client or shares Lighthouse license	Licensed by client or shares Lighthouse license
INFRASTRUCTURE	Provided & maintained by Lighthouse	Provided & maintained by Lighthouse	Provided & maintained by Lighthouse
PROCESS	Initial template processes by Lighthouse with client input	Provider & client collaborate on processes	Playbook developed & enhanced by Lighthouse with client input
WORKFLOW	Client	Joint effort	Lighthouse

## Summary

With Lighthouse Law Firm Managed Services, you can come expect a tailored solution designed specifically to fit your ediscovery process requirements, as well as peace of mind that it can scale with your growing needs.

## About Lighthouse

Lighthouse simplifies the complexities of ediscovery and information governance by the use of our intuitive technology solutions and comprehensive service offerings. Through our best-in-class expertise, Lighthouse stands apart as a leader in industry best practices and workflows. Our proactive, high-touch approach has enabled us to build enduring partnerships with the most respected corporations and law firms around the globe. For more information, visit [lighthouseglobal.com](http://lighthouseglobal.com).

Contact us to find out what Lighthouse can do for your business.

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