The Summation Users’ Guide to Digital WarRoom
It’s time for a fresh approach to e-discovery.

Legions of law firms and legal service professionals have been well served by industry’s original software programs for document management and review. The AD Summation tool, originally introduced as CT Summation, was one of the leading tools in the ‘80s and ‘90s.

First generation tools, such as Summation, were designed for a particular phase of the EDRM, rather than as a holistic architecture capable of addressing all core aspects of processing, reviewing, and producing ESI. Unfortunately, when product teams attempt to integrate multiple point solutions in an effort to create one application, the results are less than elegant.

This Guide to DWR for Summation users will provide some context to your decision about how to advance into the new generation of e-discovery solutions available to you. We will use the EDRM framework to structure the information. We hope this outline of key considerations will give you the basis for your investigation and decision-making.

As you read, you will have questions. Remember that the Digital WarRoom team is always available to answer questions and help you assess the best option.
INTRODUCTION

Several market and technology trends at work in the past 3-5 years are rendering Summation and other first generation legacy e-discovery systems all but obsolete:

- Data volumes are increasing exponentially
- Original content is increasingly in digital form, and the volume of paper documents requiring scanning for review is in decline;
- Analytics and early case assessment capability has increased in importance, as a strategic tool for claim construction or case strategy
- Litigation support professionals and paralegals are more tech-savvy and demanding; they show a preference feature-rich applications that scale well, and provide fast flexible searches and graphical analytics
- Attorneys demand analysis and ECA features earlier in the e-discovery process. For document review, tools that are easy to learn and provide a familiar look and feel – especially those resembling Microsoft Office - are adopted more readily by all user groups.
- Many organizations have developed an internal “Summation guru” who acts as interpreter, administrator, and query-writer. If your firm has such a “hero” you may be taking unnecessary risk. **Shouldn’t your e-discovery system be easy enough for anyone on staff to use?**

Is it Time to Replace Summation? Tell-tale signs...

Key Challenges of many legacy Document Management Systems, including Summation, happen all along the EDRM spectrum. Here are a few examples:

- Preservation: Movement of data between multiple systems invites loss or corruption
- Processing: Outside vendor or additional system required for ESI processing; outside service providers often charge on volume (GB pricing), making processing very expensive.
- A lack of process reporting; when processing encounters corrupt files or errors, (example: password protected or encrypted documents) they should be identified. Some legacy tools lack exception reporting capability.
- Review and Search: Unsophisticated search routines; slow searches, especially in large databases, prompt users to try to search only on smaller subsets of documents.
- Review: Data integrity / user defined fields – mass review organization (no assignments.
- Summation users report that, because of the common use of user-defined fields, there is little or no ability to determine which fields contain data.
- Analysis: Lack of integrated analysis tools to aid in sorting and culling to organize and prioritize for review can be a problem.
- Production: Limited capability to create document productions
- Increasingly expensive annual maintenance and restrictive user license terms
- Requirements to upgrade – no longer maintaining older versions

If you have been challenged by these common problems, or, if you are considering an upgrade to your existing e-discovery software, we invite you to take a closer look at Digital WarRoom. Let’s compare the existing capabilities of Summation iBlaze with the new Digital WarRoom application, within the framework of the EDRM.
PRESERVATION

**Summation:** Movement of data between Summation and other systems increases the risk of loss or corruption of data.

Most Summation users experience some data movement on both ends of the workflow.

- Front-end Early Case Assessment tools search and cull data; the culled set is then put into a Summation load file format for ingestion into Summation.
- In the absence of early culling, the collected data set is often processed by a service provider, or in-house with a processing software program. Again, data must be formatted to meet Summation specifications. An error in creation of that file may prevent data from loading.
- At the end of the process, document productions to the opposing side must meet terms in the e-discovery agreement. While Summation tools can prepare a very simple document production, in most cases users employ an outside service provider with production processing tools, to create productions.

Every time data moves in or out of Summation, there is increased risk of error, loss, or corruption.

**DWR WorkGroup:** in Digital WarRoom, the entire data set resides within a single, secure environment from the point of collection through final production.

Traditional e-discovery pricing models are based on the GB volume of data to be processed. This drives counsel to aggressively pare down the data set prior to collection. With Digital WarRoom WorkGroup, you own the processing engine, (no processing fees), and there are no limits to the volume of data you can process.

We advocate the prudent collection of any and all custodian data that may be needed to inform strategy and deliver requested documents. When you load ESI into Digital WarRoom, you create a repository, in effect, of documents that may have value in the case. You then apply filtering, analysis, and policy decisions to that data set to identify and load documents into the review phase.

Date ranges change? New key terms? Another round of filtering? These common changes are handled within Digital WarRoom, too. New filters are run and results placed into the view of document reviewers. No data leaves the system.

PROCESSING

**Summation:** Outside vendor or additional System often required for ESI Processing*

Collected ESI first requires a processing step to extract, organize and de-duplicate document content. This is typically done with a processing application. LAW prediscovery is an example of this type of tool.

Most teams using Summation begins a new project at the point of ingestion of pre-processed data, or in the case of scanned images, a load file in the format specifically for the Summation system.

The drawbacks of using a separate pre-processing step:

- Cost can be prohibitive (typically a per GB processing fee)
- PST ingestion is known to be problematic
- Depending on the tool or user of the processing system, the “Summation load file” of documents intended for review in Summation is often improperly formatted, requiring re-work to load to Summation
- Service providers may not be able to provide quick turnaround when deadlines loom

*Note that this is the case for Summation installations up to the 2012 release, which provides for ESI processing. If you are considering a move to the new Summation with processing capability, run a hands-on prototype of the software, and process your own data within the system. Do the same on Digital WarRoom, and compare results.
DWR WorkGroup: Powerful Processing resides within the same application where Review will occur. Document folders, PST and mail containers, .zip files, and over 500 file types can be placed directly into WorkGroup for processing. Digital WarRoom extracts email messages and attachments, preserves and organizes all metadata, removes non-data operating system and application files (this step known as de-NISTing), and assigns of a unique ‘fingerprint’ ID to each document.

ANALYSIS

Summation: A separate tool must be used for processing, filtering and analysis. Within Summation iBlaze, searches can be conducted on case documents, or a ‘blended’ search of case documents, email and eDocs. Results are displayed in list form. Fuzzy search is available. Graphical views may be available (specifics not available) in the 2012 release.

DWR WorkGroup: Graphical presentations of ‘Who’s talking to Whom’ and similar faceted views allow you to assess key people and issues in the case; identify other potentially key individuals. The Analysis tab provides flexible search and filtering tools that allow you to proactively select the documents to place in the review set. Select the important custodians, date ranges, document types or key term search results to filter down the document set. This allows you to plan a focused, efficient review. If a change of scope occurs, or key terms change, just edit the filters and add select new documents to review. No outside re-processing loop to add time or cost. You have the benefit of a super-set of documents in the pool, yet the precision to reduce the volume of documents requiring review. ECA / Analysis features include:

- Conversation patterns ("who’s talking to whom")
- Email analysis by sender, receiver, email domain, date range, key terms and other fields
- Graphical grid views of key term occurrence, document types by custodian

SEARCH:

Summation: Impact of Data Integrity on Search

Many Summation users like the fact that they can create issue codes and table entries ‘on the fly’. The content of these tables later becomes integral to search and filter operations. There are inherent risks in the look-up tables that should be avoided by careful administration:

- Creation of too many codes in the lookup tables make queries more difficult to construct
- Spelling errors in table entries can cause errors in search, productions, or other points in the workflow

DWR WorkGroup: Flexible search and filtering executes on the actual document and metadata content.

Digital WarRoom advocates a methodical approach to structuring the review process, and close control of user-defined issue codes. Broad search capability in DWR supports precision searching without the need for user-created tables. In DWR your search and filter options include:

- File type, family group (attachments)
- Custodian, name search, date search
- Email sender, recipient, subject, email domain search; with or without attachments
- Search by keyword, phrase, foreign language terms
- Search by document attributes: mark type (responsive, privileged etc) redaction status, issue code
- Searches may include fuzzy search, stemming, phonetic, or full Boolean search
REVIEW:

Summation: User Interface
Many Summation users have grown accustomed to the Summation user interface for document review. We understand that some reviewers will resist change, and will miss the old Summation interface. However, the UI has been completely redone for 2012, so case teams migrating to the ‘New’ Summation are going to have to learn a completely new user interface.

DWR WorkGroup: If you have used Outlook, you will prefer Digital WarRoom to Summation
The Digital WarRoom product was designed for an optimally efficient reviewer experience. GGO worked with the leading user experience research and design firm, Blink Interactive, to design the screens, navigation, menus and palette to specifically serve the needs of document review attorneys. Blink researchers, interaction designers and usability team studied the workflow in Digital WarRoom, and designed the review pane, dialogs, and to make complex interactions simple, intuitive, and meaningful. The investment in up-front design is apparent in the product, and delivers results in terms of reduced training time and greater efficiency in document review.

PRODUCTION

Summation: In most cases, users report that they rely on outside service providers to finalize and deliver productions, in order to comply with the requirements of opposing counsel. If you need to produce mixed productions (images and native content), or you’re required to produce load files or exports complying with opposing counsel systems, talk with us.

DWR WorkGroup: On your own, at no extra cost, Digital WarRoom allows you to:
- Create an unlimited number of production sets of documents, based on your defined marks
- Specify that productions de-blank extra document pages (example: Excel spreadsheets with numerous blank pages)
- Produce documents with Bates numbers or case references, and easily review the document ‘as produced’
- Produce in virtually any format required by opposing, including: image, native format, or load files compatible with Concordance, IConect, Summation, or a number of other data formats.
- Post-production, documents are viewable within WorkGroup in their complete ‘as produced’ annotated (or redacted) form, with Bates numbers or other identifiers available for viewing.
DWR WORKGROUP LICENSING AND MAINTENANCE

We know that cost is a significant aspect of your decision. Use the licensing chart below to help you make a price comparison with the cost of a Summation upgrade. (or any other e-discovery system you might be considering.) Remember when comparing costs, to include:

- The cost of LAW or other processing software, or, do a per GB estimate if you are using an outside provider to process collected data.
- The cost of any additional products required for analysis or early case assessment
- Adjust the count of reviewer licenses – more will be needed for a named-user license model. With DWR, you’ll need just enough licenses to cover active simultaneous users.
- *This is a major cost savings to you over the new Summation pricing model!*

TIP: The content of a typical custodian’s PC drive will contain 30-100 GB; at $100 per GB processing fees, the cost of processing data from 3 PCs will exceed the cost of an entire year of complete end-to-end e-discovery on DWR WorkGroup.

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<th>Digital WarRoom Licensing</th>
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<td><strong>Review Teams</strong></td>
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<td>2 to 50 or more Reviewers. WorkGroup software on your PC, Server or Network hosts case data, processing and production engines. Add a Reviewer license for each document review user.</td>
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ABOUT DIGITAL WARROOM

Digital WarRoom offers a consistent technology and tool-set for ALL Matters. The Digital WarRoom platform is unique in its ability to create and save case data in a portable form. A case database created on any Digital WarRoom product can move seamlessly to any other Digital WarRoom product, with all attorney work product preserved. This unmatched flexibility allows organizations to cost effectively handle an entire portfolio of matters in-house, while retaining the option for full-service hosted review on larger, complex and global matters.

Digital WarRoom is licensed and delivered to fit your workload and your budget:
- **Digital WarRoom Pro**: the first PC based product for e-discovery, allowing an individually licensed user to conduct complete e-discovery
- **Digital WarRoom Server**: a pre-configured appliance that allows corporate IT, in-house legal, or law firm e-discovery practitioners to manage e-discovery case data and review;
- **Digital WarRoom WorkGroup**: Server based software application, for law firms and review teams (functionality of the appliance, but client provides the server hardware)
- **Digital WarRoom Remote**: hosted, full-service management and review for large and complex matters or distributed teams

**Key Benefits of the Digital WarRoom Platform:**
- An end-to-end Solution, from identification to post-production deposition preparation.
- Data is never at risk; no transfer of documents between vendors or disparate systems
- Pre-review document analysis – gives legal teams a rapid assessment of documents to build case strategy and assess resources for review
- Inventory, process, cull, filter, review, convert and produce documents in a single application
- Comply with production requirements: Export documents in native format, images, or load files compatible with IPRO, Concordance, Summation, or any other review tool
- Fully defensible, auditable processes: a library of standard reports tracks every processing step, review action, and decision. All reports export easily for sharing with partners and clients.

**NEXT STEPS:**

Call 1-866-927-7006 to speak with an e-discovery expert and get started with Digital WarRoom.

Or Email us: sales@digitalwarroom.com