

FACT SHEET

# Document Review Staffing

An Overview of HaystackID's ReviewRight Match<sup>®</sup> Service

HAYSTACK<sup>™</sup>



## ReviewRight®

ReviewRight is a specialized set of document review services from HaystackID™ designed to help law firms and legal departments quickly and accurately learn from their data to make the right decisions for positive and quality investigation and litigation outcomes. These specialized services address essential eDiscovery needs for complex, data-intensive reviews.

- ReviewRight Virtual® (Secure Remote Review)
- ReviewRight Match® (Reviewer Qualification and Sourcing)
- ReviewRight Protect™ (Data Breach Discovery, PII, PHI and Disclosure Review Services)
- ReviewRight Translate® (Foreign Language Review)
- ReviewRight Manage® (Managed Review)
- ReviewRight Host® (Review Hosting)
- ReviewRight Automate® (Technology-Enhanced Review)

Powerful enough to be used individually and unmatched in capability when integrated, HaystackID's ReviewRight services are the first choice and best choice for document review services by the world's top corporations and leading law firms.

Within this offering portfolio, the core of HaystackID's industry-leading document staffing capability is enabled ReviewRight Match.



## ReviewRight Match<sup>®</sup>

ReviewRight Match sets the standard for document review staffing, enablement, and support through the application of a combination of proprietary technologies, innovative evaluation tools, and proven protocols that allow for the rapid and comprehensive sourcing, testing, and qualification of reviewers. This ReviewRight process enables us to present to clients individuals who are not only legal review experts, but review experts with the appropriate domain expertise, proper language skills, and necessary responsibility experience to accomplish the specific review tasks required in your review requirement.

### The ReviewRight Match Selection Program

The core of the ReviewRight Match process is the active and systematic recruitment and continuous evaluation of qualified document review attorneys as part of a comprehensive reviewer selection program. The reviewer selection program consists of four key elements, that when successfully navigated, allow review candidates to be considered for ReviewRight projects.

#### Core Selection Program Elements:

The Enrollment Process

The Qualification Process

The Assessment Process

The Certification Process

**The Enrollment Process:** The enrollment process consists of the registration of potential reviewers with ReviewRight via the ReviewRight.com portal. The registration steps introduce reviewers to the ReviewRight selection process and harvest reviewer information ranging from licensure and education to review history and referral sources. Additionally, the enrollment process presents reviewers with the opportunity to take the ReviewRight document review test.

**The Qualification Process:** Once enrolled, reviewers who seek to continue in the selection process for ReviewRight opportunities are administered a 15-question skills test that presents a basic review protocol, a short legal document for review, and asks reviewers specific questions that provide immediate and quantifiable insight into a reviewer's legal review capability. The results from this skills testing, along with the information gathered during the registration process, allows ReviewRight to begin to assess reviewers as candidates for ReviewRight projects holistically.

**The Assessment Process:** Individuals who have completed ReviewRight enrollment and qualification processes are then evaluated by the ReviewRight reviewer selection committee to determine whether they meet the standards required for ReviewRight projects. This evaluation consists of the subjective consideration of a reviewer's background and experience and the objective consideration of the reviewer's skills testing as quantified by metrics to include precision, recall, and average documents reviewed per hour. These subjective and objective considerations are then applied to ReviewRight's proprietary five-point rating scale to allow for the assignment of a numerical rating to each reviewer. This rating serves as the basis for certifying all enrolled, qualified, and assessed reviewers and ultimately determines whether a reviewer receives the designation of being ReviewRight Certified.

**The Certification Process:** Once reviewers have been enrolled, qualified, and assessed, they are assigned a ReviewRight rating that is used to separate individuals who are certified for assignment on projects and those who are not certified at their current rating level for assignment on projects.

Once review candidates successfully navigate this selection program and are certified as ReviewRight reviewers, they are further classified based on practice area expertise, language knowledge, role experience, and task skills. This allows for the assembling of targeted review teams with the highest level of expertise, knowledge, proficiency, and skills for each review project.

### **Key Benefits of ReviewRight Match Include:**

- **Confidence in the Capability of Reviewers:** The comprehensive ReviewRight selection process ensures that the individuals recommended for your review project are the very best available reviewers for your specific needs, not just the best reviewers available. This process provides you with the confidence you need to focus on reviews and not the review selection process.

- **Speed in the Assembly of Review Teams:** The robust catalog of ReviewRight certified reviewers developed from a comprehensive selection process augmented with a detailed classification of expertise, knowledge, experience, and task skills, allows you to quickly and efficiently source appropriate reviewers for your specific needs. This speed saves you time and money while accelerating your ability to translate information into insight and insight into intelligence that can be applied to your audit, investigation, or litigation effort.
- **High-Performance Review Capability:** The detailed assessment of review backgrounds and experience coupled with objective testing and evaluation metrics ensure that your review team not only performs but performs at the very highest level possible. As past performance generally is the single best predictor of future performance, ReviewRight’s continuous assessment and evaluation processes ensure you always have the highest performing reviewers at the time of your review project available for your use. This increases the efficiency and effectiveness of your review efforts and allows you to rapidly, accurately, and cost-effectively achieve your review objectives.
- **Seamless Integration with All ReviewRight Services:** Access to a full suite of review services beyond ReviewRight Match, including ReviewRight Translate, ReviewRight Manage, ReviewRight Host, ReviewRight Host, and ReviewRight Virtual. This integration provides you with a full review capability beyond sourcing of reviewers to support the entire breadth and depth of your review effort regardless of location, data reduction requirements, and case-specific expertise requirements.

As the leader in remote legal document review, HaystackID provides our clients with instant access to more than 16,000 (1) certified review attorneys who are available for selection and integration into our remote managed review teams through our ReviewRight Virtual offering. Our potential pool of virtual reviewers, the streamlined manner in which we can onboard reviewers for remote review, and our established base of current reviewers with ReviewRight Virtual experience, allows us to help those in the eDiscovery ecosystem maintain review continuity without sacrificing quality or increasing review costs.

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(1) HaystackID. HaystackID Recruiting Metrics – Regular Reporting. HaystackID, 2020, p. Recruiting Performance Metrics Table. Accessed 30 Sept. 2020.





## Learn More. Today.

[Contact HaystackID](#) today to learn more about our ReviewRight services and how they can help you initiate, execute, and manage secure remote reviews and maintain business continuity.

## About HaystackID

HaystackID is a specialized eDiscovery services firm that helps corporations and law firms find, understand, and learn from data when facing complex, data-intensive investigations and litigation. HaystackID mobilizes industry-leading computer forensics, eDiscovery, and attorney document review experts to serve more than 500 of the world's leading corporations and law firms from North America and Europe. Serving nearly half of the Fortune 100, HaystackID is an alternative legal services provider that combines expertise and technical excellence with a culture of white glove customer service. For more information about its suite of services, go to [HaystackID.com](https://HaystackID.com).