

FACT SHEET

Optimizing Remote Review

An Overview of HaystackID's ReviewRight® Virtual
and Match AI™ Services

HAYSTACK®

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 Staff™ (Global Document Review Marketplace)
- ReviewRight Virtual® (Secure Remote Review)
- ReviewRight Match AI™ (Reviewer Ranking and Selection)
- 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)
- ReviewRight Secure Code Review (Virtual Source Code Review)
- ReviewRight Off-Shore Review (Off-Shore Review and Security)

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 remote review capability is enabled by ReviewRight Virtual and ReviewRight Match AI. When used in combination, these two offerings allow for the immediate mobilization of the best qualified and available reviewers regardless of language or location and provide a secure remote review infrastructure for delivering virtual review teams.

ReviewRight Virtual[®]

Review teams need the flexibility to securely operate as part of virtual teams from anywhere at any time. ReviewRight Virtual provides that capability through the delivery of a scalable, fully managed virtual desktop environment that enables remote reviewers to communicate, connect, and conduct reviews with best-of-breed technologies that are integrated and delivered securely as a single service.

ReviewRight Virtual Integrated Enabling Technologies

Secure Email: Communicate using one of the world's most popular, intuitive, and secure email platforms delivered with G Suite from Google.

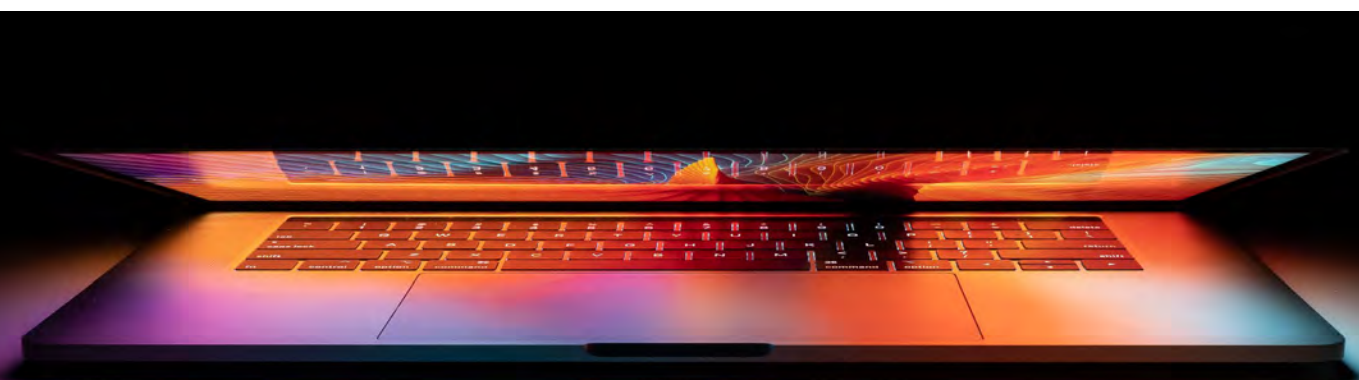
Encrypted Chat: Connect virtual team members with access-controlled chat powered by the messaging platform built for teams, Hangouts Chat.

Robust Review Platforms: Conduct reviews remotely leveraging HaystackID-hosted world-class review platforms, including Relativity.

Virtual Machines: Secure review communications, connections and conduct with a customized and highly secure Desktop-as-a-Service infrastructure.

HaystackID's ReviewRight Virtual service includes quick spin-up, virtualization software, patching and updates, security, bandwidth, productivity applications (email, chat, and review platforms), reporting and monitoring all for a predictable monthly operating cost.

Additionally, ReviewRight Virtual cloud-delivered desktops enable organizations to restrict access and capabilities using more than 100 available control attributes that can be customized to support access needs.



Key Security Benefits of ReviewRight Virtual Include:

- **Endpoint Security:** Protect against device theft or loss and control where data resides by getting it off the endpoint.
- **Protection of Sensitive or Proprietary Data:** Control or restrict specific behaviors to ensure users can access only what they need.
- **Seamless Integration with Existing App Structure:** No need for duplicate authentication systems or to require users to manage multiple logins and passwords.
- **Elimination of Network Vulnerabilities:** Highly redundant, highly available balancers, front-side/back-side network isolation, VLAN and IP address, isolation and customer-specific security configurations.
- **Reduction of Device and OS Maintenance:** Hardened OS results in greater security and control while enterprise-grade anti-malware, rigorous patching and updates, and golden image management ease traditional IT burdens.

Key Productivity Benefits of ReviewRight Virtual Include:

- **High Performance:** Purpose built for speed and optimal performance on infrastructure that delivers 99.99% availability.
- **Business Continuity:** Ensure reviewers always have access to time-sensitive projects.
- **Proven Applications:** Field proven secure email, encrypted chat, and leading review platforms ensure reviewers have the best tools to help drive the best outcomes.
- **Compliant Desktops:** Independently verified PCI and HIPAA compliant cloud delivered desktops.

With a combined privacy capability that addresses requirements at the user level, endpoint device, endpoint session, OS and application, network, and physical security level's, ReviewRight Virtual gives organizations the flexibility they need to support remote reviews without any sacrifice of security or productivity.

Secure Remote Review 3.0 Security Enhancements

Within this offering portfolio, the core of HaystackID's remote review capability is enabled by the ReviewRight Virtual offering and its secure remote review security enhancements. These security enhancements, many available in basic form since the inception of our remote review services, represent the most advanced review-centric features in the data and legal review market and are the practical representation of HaystackID experience with more than 2,500 remote review matters during the last 12 years. Leveraging third-generation secure remote review security enhancements (Secure Remote Review 3.0) including the latest in webcam verification technology, HaystackID's remote review security capability ensures you can connect, communicate, and comply with the most stringent of legal and regulatory security and privacy requirements.

Four Layers of Remote Review Security

HaystackID's Secure Remote Review 3.0 enhancements provide a layered approach to review security, ensuring you have access to the most appropriate set of features for your remote review requirements. These security layers include:

- Review Terminal Security Layer: Connectivity and Collaboration-Centric Features
- Review Platform Security Layer: Review Platform-Centric Features
- Review Session Security Layer: Advanced Review Session-Centric Features
- Review Support Security Layer: Review and Review Team Support Features

Developed, designed, and integrated into HaystackID's ReviewRight Virtual offering to allow for the selection and use of any and all of the four security layers to ensure the appropriate level of security for your specific policy, privacy, and project needs, Secure Remote Review 3.0 from HaystackID consists of distinct and synergistic features delivered as part of our silver, gold, and platinum offering packages.

Review Terminal Security Features

Feature	Silver	Gold	Platinum
Data Isolation from Personal Computer (Local Files / USB)	X	X	X
Project-Specific Email Accounts	X	X	X
Email Send / Receive / Attachment Restrictions	X	X	X
Project-Specific Collaboration Area (Files / Chat)	X	X	X
Copy / Print / Download / Clipboard Restrictions	X	X	X
Screenshot Egress Prevention	X	X	X
Multi-Factor Authentication	X	X	X
URL Whitelist Internet Filter	X	X	X
Working Hours Restrictions	X	X	X
Antivirus Enabled and Updated Daily	X	X	X
Application Installation Restrictions	X	X	X
SSL Encrypted Connection Requirement	X	X	X
Data Encryption at Rest	X	X	X
OS / Application Patches and Security Updates	X	X	X

Review Platform Security Features

Feature	Silver	Gold	Platinum
User Activity Audits and Logging	X	X	X
IP Restrictions Prevent Access Outside Review Terminal	X	X	X
Multi-Factor Authentication	X	X	X

Review Support Security

Feature	Silver	Gold	Platinum
3rd Party Security Audits	X	X	X
Helpdesk Support Team	X	X	X
User Access Logging	X	X	X
User Access Reporting	X	X	X

Review Session Security Layer*

Feature	Silver	Gold	Platinum
PC / Mac Compatible	X	X	X
System Compliance Checks (Antivirus / OS Updates)		X	X
Local Machine Screenshot Prevention		X	X
Screenshare Prevention		X	X
Screen Watermark		X	X
Virtual Machine Detection		X	X
Stealth Application Detection		X	X
Application Blacklisting		X	X
Workstation Registration		X	X
IP Restrictions to Access Review Terminal		X	X
User Image Authentication			X
Single Authorized User Detection			X
Unknown / Multiple User Detection			X
User Gaze Tracking			X
Presence Tracking			X
Unauthorized Object Detection (Phone / Camera)			X

*Enabled by SecureReview® SessionGuardian™ Technology

ReviewRight Match AI™: Unparalleled Technology for Reviewer Ranking and Selection.

As part of HaystackID's Global Managed Review services, ReviewRight Match AI is the industry's most advanced document reviewer ranking and selection technology powered by cutting-edge artificial intelligence. With over 12 years of review data, including millions of review hours and tens of millions of coded documents, our proprietary learning algorithm leverages the latest AI technology to evaluate over 25,000 tested, qualified, certified, and continuously graded candidates from around the world.



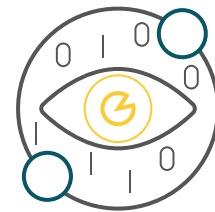
12

12 Years Review Data



4,000,000

4,000,000+ Review Hours



150,000,000

150,000,000+
Coded Documents

Using a plethora of data points, ReviewRight Match AI provides an objective rank score for each candidate, considering their domain/industry expertise, legal practice area proficiency, education, background, language proficiency, review experience, coding speed, and accuracy by task. The advanced AI technology ensures the achievement of highly skilled and tailored review teams for every client and project, regardless of the industry, practice area, type of litigation, language, review platform, or review tasks.

With ReviewRight Match AI, you can trust that you are using the most advanced technology available to find the most highly specialized and qualified document reviewers. Experience the unparalleled results of our advanced artificial intelligence and take your document review process to the next level.

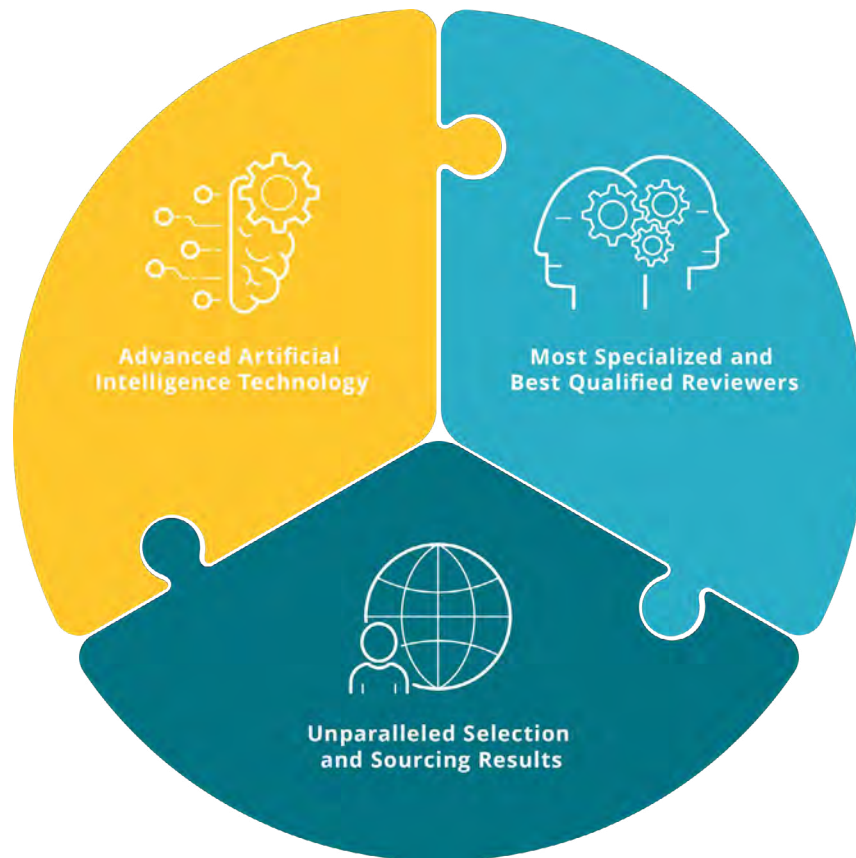
Tired Approaches. Tiring Results.

Tired of document review service providers placing reviewers on your project based solely on their availability and limited to certain locations? At HaystackID, things are done differently and better.

HaystackID ReviewRight Match AI is Different. And Better.

HaystackID's ReviewRight Match AI uses a proprietary algorithm to assess every candidate's document review abilities, background, education, and experience from the moment they enter the HaystackID ReviewRight ecosystem. HaystackID also takes pride in being the pioneer of remote review with our 12-year-old ReviewRight Virtual offering, a secure offering that allows the recruitment of reviewers from all over the world. By expanding candidate pools, HaystackID can hire the best reviewers with the highest qualifications, ensuring the best review experts for every matter.

Don't settle for mediocre reviewers based on availability and location limitations. With the power of ReviewRight Match AI, you can access the best reviewers in the world.



Technology Matters. The Right Technology Matters More.

With the industry's most advanced document review and selection technology, ReviewRight Match AI provides clients with significant benefits for selecting, sourcing, and supporting complex and high-velocity reviews.



Higher-Performance Reviews and Better Quality

- ReviewRight Match AI ensures that the best reviewers are selected for a project
- Accelerated learning curves and greater coding accuracy due to comprehension of industry-specific jargon and legal claims and defenses
- Accurate key/hot document identification for understanding case strengths and weaknesses and legal arguments



Achieve Significant Cost Savings

- Tailored review teams lead to faster and more accurate coding
- Significant cost savings due to fast and efficient reviews
- More accurate review budget estimate ranges based on actual review data and experience



Complete More with Fewer Resources

- Reviews completed in shorter time frames than competitors and with fewer reviewers
- Improved quality of reviewers leads to more efficient reviews
- Faster and more accurate coding leads to a more streamlined review process



Rapid Assembly of Review Teams and Higher Rates of Reviewer Retention

- Efficient sourcing of teams leads to lower attrition rates and higher engagement
- Background and experience are tailored to each project, resulting in more interest and engagement
- Fewer reviewers withdraw from projects, resulting in more streamlined review processes and increased productivity



Seamless Integration with All ReviewRight Services

- ReviewRight Match AI is seamlessly integrated with all other ReviewRight services
- Provides comprehensive support for document review needs
- Advanced technology allows for a more streamlined and efficient review process across all ReviewRight services

Four Core Elements of ReviewRight Match AI

1. Qualification

HaystackID believes document review is a skill and tests for it with the proprietary ReviewRight Test Assessment. The assessment scores candidates on relevant data points like speed, accuracy, relevance, issue spotting, and privilege, giving objective insight into their legal review capabilities.

"HaystackID believes that document review is a skill."

2. Identification

To become a ReviewRight Certified document reviewer, candidates build their profiles in the ReviewRight candidate portal. The portal asks them to describe their past projects, practice areas, industries, software, tasks, roles, duration, technology, and language, allowing HaystackID to understand the candidate and assemble the best-tailored review team for each project.

"Reviewers perform faster and are more accurate on projects when their backgrounds and experience align with the project."

Reviewers are classified based on their expertise in 107 practice areas/industries, 14 software products, 27 languages, and 14 review tasks/roles to allow for the assembling of a tailored review team for each project with the highest level of expertise, knowledge, proficiency, and skills.

3. Screens

HaystackID recruiters conduct thorough and meaningful interviews with each candidate to determine their ideal placement. Focusing on their abilities, where they want to go, and what they want to achieve, HaystackID can expertly place candidates in situations where they will succeed.

"HaystackID recruiters conduct meaningful interviews with each candidate to determine their ideal placement."

4. Certifications

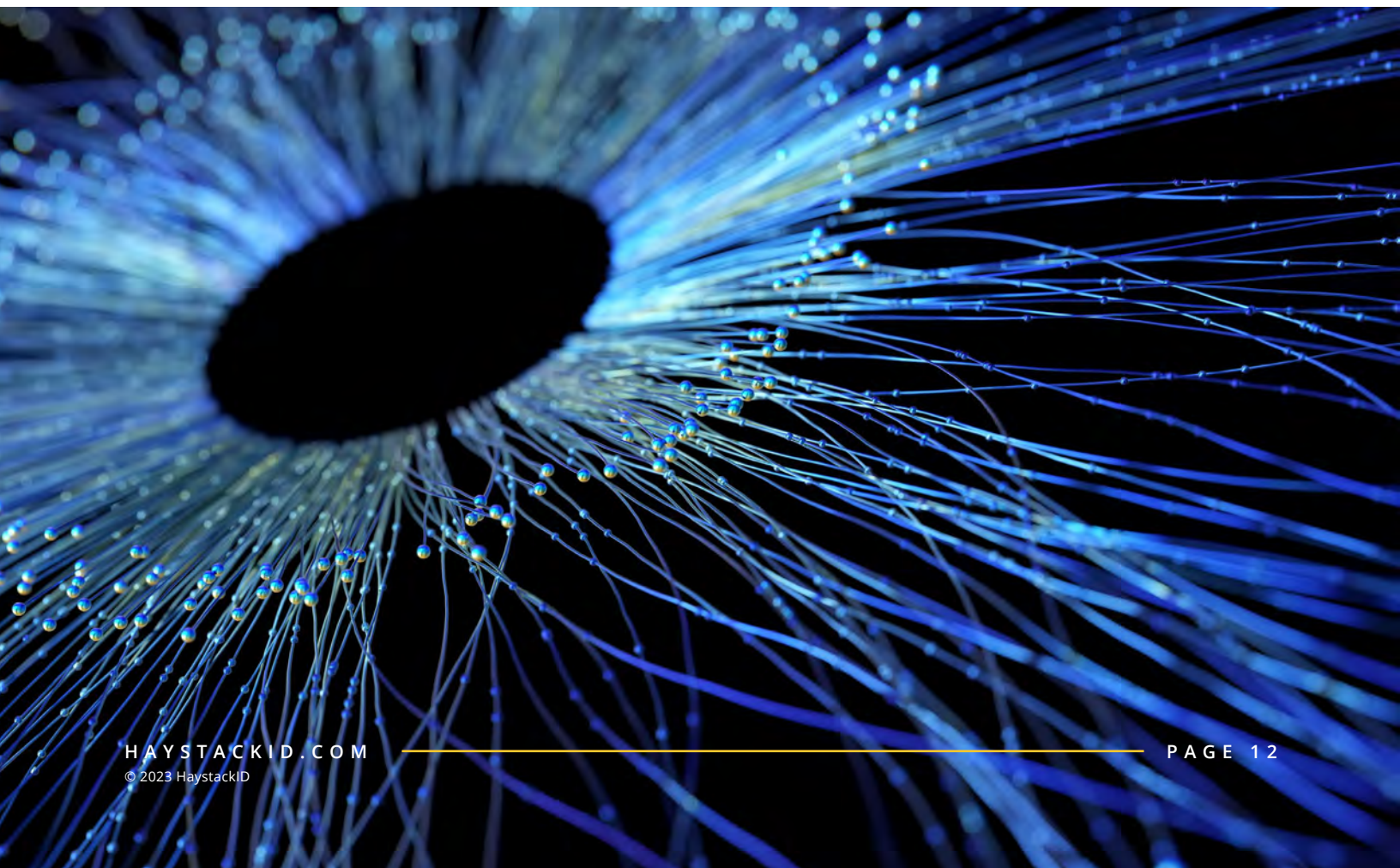
Reviewers are evaluated and rated on their performance after every project based on coding accuracy, review speed, attendance, communication skills, and more. In addition, they must pass ReviewRight certifications to be promoted to higher-level roles, ensuring top-quality candidates at all levels of review teams.

"After every HaystackID project, all reviewers are evaluated and rated on their performance based on a three-factor scale to determine their five-point rating."

A Proven Combination

This combined capability of ReviewRight Virtual and ReviewRight Match AI has also been shown to increase the quality and speed of reviews¹ as the pool of available reviewers with needed qualifications is not constrained by geographical proximity to review centers, and the speed of engagement is not restrained by fixed facility operations. HaystackID has performed more than 2,500 remote review matters to date with the projects spanning the spectrum of vertical industry markets and supporting many of the world's top companies and leading law firms in matters requiring up to hundreds of reviewers.

As the leader in remote legal document review, HaystackID provides our clients with instant access to more than 25,000² 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.



Learn More. Today.

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

About HaystackID®

[HaystackID](#) is a specialized eDiscovery services firm that supports law firms and corporate legal departments and has increased its offerings and expanded with five acquisitions since 2018. Its core offerings now include Global Advisory, Discovery Intelligence, HaystackID Core™, and artificial intelligence-enhanced Global Managed Review services powered by ReviewRight®. The company has achieved ISO 27001 compliance and completed a SOC 2 Type 2 audit for all five trust principles for the second year in a row. Repeatedly recognized as a trusted service provider by prestigious publishers such as Chambers, Gartner, IDC, and The National Law Journal, HaystackID implements innovative cyber discovery services, enterprise solutions, and legal discovery offerings to leading companies across North America and Europe, all while providing best-in-class customer service and prioritizing security, privacy, and integrity. For more information about its suite of services, including programs and solutions for unique legal enterprise needs, please visit [HaystackID.com](#).

References:

- ¹ Schechtman, Seth. "The Right Way To Review Remotely." HaystackID, 2019, <https://haystackid.com/the-right-way-to-review-remotely/>.
- ² "Reviewright Staff™." HaystackID, 17 Feb. 2023, <https://haystackid.com/staff/>.