HaystackID Core® Self-Service

An Innovative Discovery Management Self-Service Option
for Custom Workflow Deployment and Automation

HAYSTACK®

Precision eDiscovery On-Demand

HaystackID Core Self-Service technology is an innovative discovery management platform providing corporations, law firms, and consultancies with precision self-service eDiscovery capabilities without upfront investments. Unlike other providers' self-service solutions, HaystackID Core Self-Service uses the same robust and versatile infrastructure that handles the terabytes of data for our full-service clients. HaystackID's automation team consists of seasoned eDiscovery veterans who understand what it takes to process data efficiently and with the highest level of quality. HaystackID automation solutions allow our clients to process data by simply loading the data into a dedicated portal for their use. Once the data is uploaded, it is processed through industry-advanced technology and loaded onto our review platform. The success of this approach is that HaystackID Core Self-Service performs over 80 different processing and quality control checks without any human intervention.

HaystackID Core® Self-Service

HaystackID Core's Self-Service enables a dynamic service model that provides our clients with 24/7 access to a portal delivering custom-built workflows, direct-to-Nuix data uploads, a private processing on-ramp, process notifications, and reporting. HaystackID Core Self-Service's automated workflows accelerates speed by reducing data intake and tracking time by 50% on average and up to 75% for large data sets. Automation also reduces average promotion time by 30% for loading to review platforms. Additionally, due to the consistency of the automated job specifications, the quality of self-service work increases by over 80%. HaystackID Core Self-Service leverages process automation to eliminate manual steps across numerous systems, improving accuracy and efficiently executing tasks in a fraction of previous timeframes.

By harnessing automation as a force multiplier, HaystackID Core enhances accessibility, predictability, and security in eDiscovery for corporations, law firms, and consultancies. The accessibility, predictability, and security delivered by HaystackID Core Self-Service provides legal departments and law firms the flexibility to structure eDiscovery with an on-demand service, allowing clients to experience the power and quality of HaystackID's solutions and to complete the requests on their timetable. Evidence shows that HaystackID Core enables clients to optimize cost recovery, generate revenue, expand services, support growing workloads, and supplement workforces. Automating with HaystackID Core Self-Service helps ensure essential steps are never missed. By consolidating tasks, HaystackID Core Self-Service prevents common errors caused by inconsistent application of job specifications.

While our self-service model puts our clients directly in charge of their own scheduling, project management, and cost, HaystackID Core Self-Service still allows our clients to rely on the same teams to provide consultations, critical project solutions, and ongoing innovation around the self-service technology. At HaystackID, customer service is paramount, even if the customer wants to do most of the process themselves.

Specifically, HaystackID Core establishes internal eDiscovery departments with minimal overhead, delivers billable eDiscovery offerings, extends privacy and compliance capabilities, handles workload surges, and provides access to automated, reliable, and optimized technology solutions.

These game-changing capabilities and measurable benefits authenticate HaystackID Core Self-Service's success in transforming eDiscovery. With continued focus on innovative enhancements like expanded automation, HaystackID Core continues to solidify its standing as the premier discovery management solution.

Key Self-Service Offering Attributes

Client-Specific Portal to Workflows and Job Tracking

Our clients can load data from their local machines to HaystackID's data center through HaystackID Core Self-Service, select the workflow to run when the upload is complete, and monitor progress in a Scheduler interface. During Self-Service onboarding, our project teams and automation specialists work with our clients to develop the best custom workflows for them. Our Dashboards allow our clients to track activity, volumes, and throughput for business reviews and billing.

Advanced Access Controls

HaystackID Core Self-Service's access controls ensure that our client's data remains confidential and has the protection of ISO 27001 and SOC II Type 2 certified infrastructure. With role-based access controls on everything from which jobs a user can see to which workflow libraries they can use, which engines power their jobs, and more, HaystackID Core Self-Service provides the most control to safely deliver our client's data with scale and customization. Additionally, HaystackID Core Self-Service offers direct access to self-management of our review platform, including users, groups, workspaces, and matters.

Self-Service Permissions for Relativity

| Users | Groups | Matters | Workspaces |

Complete Process Customization

Because HaystackID Core Self-Service's model also provides custom infrastructure solutions, our clients can decide how many process workers they want to guarantee that they receive the throughput they desire. This process customization also allows the clients to work with a system that is easy to execute, administer, and change. This process customization ensures that our client's data moves through the same technologies – Nuix, Relativity, and others – that our full-service solutions provide. Also, our technology supports multiple types of data sources, allowing the most flexibility for self-service in our industry.

The HaystackID Core Self-Service Approach to eDiscovery

Primary characteristics of the HaystackID Core Self-Service approach to eDiscovery include but are not limited to:

1 Access to best-of-breed eDiscovery-centric applications for collection, discovery, and review support.	**2** Repeatable customized workflow protocols and defensible, transparent processes.	**3** Advanced self-service automation software with the ability to track progress by matter and phase in the process.
4 Consistent pricing on all eDiscovery services and support.	**5** High quality self-services using industry-leading information technology infrastructure offerings, processes, and protocols that protect customer data confidentiality, availability, and integrity.	**6** Organizations manage multiple matters throughout the process, allowing for ECA, review and immediate output of processed data.

Learn More. Today.

To learn more about HaystackID Core, the discovery management platform for discovery intelligence, and how its power, precision, and performance can enhance your eDiscovery-centric operations, contact us today at HaystackID.com.

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 services criteria for the third 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.