

FACT SHEET

Legal Hold Management Solutions

An Overview from HaystackID® Global Advisory
for Information Governance

HAYSTACK®



HaystackID Global Advisory Solutions – Legal Hold Services

HaystackID's Global Advisory Information Governance Services team helps organizations optimize legal hold management with easy-to-use technologies supported by actionable policies and processes. Comprised of technologists and former practicing attorneys, HaystackID's Advisory Services professionals determine the correct legal hold solution for your business needs. We can implement new technology, integrate that technology with your systems, update existing policies and standard operating procedures, and implement change management strategies and process improvements, all of which reduce legal risk and costs. HaystackID can mean the difference between positive outcomes or unplanned delays.

Ensure Legal Hold Compliance to Manage Risks and Resources

When counsel can reasonably anticipate litigation, the obligation to preserve potentially relevant data begins. To comply, businesses must have accurate, defensible, reliable, and compliant legal hold processes. As the number of custodians on legal hold increases, organizations are guaranteed to experience increased resources needed to handle the workload and overall legal risk exposure.

Achieve Your Objectives and Satisfy Your Obligations

HaystackID offers specialized programs and solutions for enterprises that seek fully or partially managed, defensible, and financially predictable discovery, technology, and data management solutions. When HaystackID's Advisory Services experts are paired with a right-sized, best-of-breed technology solution, your organization can manage legal hold, data preservation, eDiscovery, and compliance obligations with automated workflows and defensible processes while lowering legal risks and drastically reducing costs.

Is your business a candidate for Legal Hold Management Technology and Services? The answer is YES, if you...

- Currently use a manual legal hold process (tracking in a spreadsheet or database).
- Currently have ad hoc legal hold processes (not repeatable, not documented, not defensible).
- Lack the internal resources to:
 - Implement and integrate legal hold technology with existing systems.
 - Accurately identify custodians.
 - Draft, distribute, and track legal hold notifications and responses.
 - Continually manage legal holds over time, including reminders and releases.

Risks and Consequences of Sticking with Manual Efforts

The risk of sanctions and other harmful consequences typically arises from the failure to establish and maintain a repeatable and defensible legal hold program, leading to the deletion of potentially responsive ESI for litigation.

Judges have imposed Orders which:

- Direct that specific facts be taken as established.
- Prohibit the disobedient party from supporting or opposing specific claims or from introducing certain matters into evidence.
- Strike pleadings in whole or in part.
- Dismiss the action in whole or in part.
- Render a default judgment against the disobedient party.
- Impose monetary fines on the lawyers and/or clients.
- Give adverse jury instructions.
- Exclude evidence if the court later concludes relevant evidence was destroyed in bad faith.

Legal Hold Technology

“Must Have” Capabilities

- Legal hold management
 - Send legal hold notifications
 - Receive notification acceptance
 - Automate reminders
 - Automate escalations
 - Send and receive employee questionnaires
- Reporting
 - Auditable notification tracking
 - Auditable acceptance tracking
 - Audit trail for all actions, reminders, escalations, approvals, etc.
- IT systems integration
 - M365 and active directory
 - HRIS systems
 - Google Workspace
- Technical support and training

“Nice to Have” Capabilities

- Migration of existing holds
- Templates
 - Legal holds
 - Questionnaires
- Preserve in place
- Budgeting tool
- Custodian portal
- Case/Matter management integration
- Integrated optional collection capabilities
- Integrated optional complete EDRM case management dashboards
- Technical support and training

How HaystackID Adds Value

Initiation, Planning, Strategy, and Fact Gathering – Conduct interviews with key individuals and review materials. Gather a baseline knowledge of legal hold, IG, and RIM-related subject matter policies, protocols, and processes, in addition to legacy projects and technology deployments.

Vendor Evaluation/Selection – Our team is poised to assist in finding the right solution for your legal hold objectives when dealing with your current state IT environment.

Implementation – Determine specific requirements and connectivity needs, select appropriate set-up options, and ensure compatibility with other systems. HaystackID handles the software implementation and basic back-end configurations.

Legal Hold Migration – If your organization uses spreadsheets or legacy legal hold tools to manage existing legal holds, HaystackID offers a proven migration methodology to organize existing holds and import them quickly into the new legal hold platform, minimizing the risk of data loss during the process of moving critical information from one system to another. We enable the optimization of existing investments in technology (such as M365) and offer recommendations for process improvements (such as limiting the need for multiple backup technologies).

Integration – HaystackID recommended technologies integrate easily with enterprise HRIS systems, corporate directory services, and email systems, securely pushing custodian data to the legal hold platform, enabling defensible custodian tracking and audit trails of notifications, responses, and ongoing legal hold management. HaystackID Legal Hold Integration Services saves time, drives compliance, and prevents costly mistakes through our team of experts to automate legal hold workflows.

HaystackID Recommended Technologies for Integration

- Microsoft 365®
- Active Directory/LDAP
- Google Workspace
- Workday
- PeopleSoft
- Other HR Systems
- ServiceNow (Other IT Ticket Systems)
- Enterprise Identity Management Systems
- Asset Management Systems
- Enterprise Content Management Systems

Training – HaystackID will work with a designated administrator from your organization as the internal go-to person for user training and quick support customized for the company's specific needs. HaystackID will also conduct full training for the organization's legal and IT users who can access the application. HaystackID will collaborate with various teams to create implementation plans, SOPs, and provide materials for the day-to-day use of these technologies.

HaystackID Current Client Engagement – Case Study

HaystackID's Advisory Services practice was asked by a healthcare system of 14 hospitals to migrate legacy legal holds from their existing technology and update the legal hold and eDiscovery processes as they switched to a more suitable legal hold tool. Our methodology, best practices, and quality control processes, combined with deep experience in high-volume, complex, and multisystem migrations, enabled our team to facilitate this transition seamlessly. The following project scope details the primary service delivery tasks:

- 1) Advise on technology selection and systems compatibility.
- 2) Sunset the existing legal hold platform.
- 3) Implement the new case management and legal hold software.
- 4) Develop customized dashboards and workflows for comprehensive and granular reporting.
- 5) Integrate the new tool with their existing HRIS and identity access management systems.
- 6) Integrate the tool into their existing eDiscovery technology stack.
- 7) Provide an updated eDiscovery playbook regarding the new streamlined processes.
- 8) Provide ongoing managed services, running the new legal hold and case management technology platform.
- 9) Preserve data in place for legal holds.
- 10) Collect and process data behind the client firewall.
- 11) Export and ingest data directly into HaystackID's secure hosted eDiscovery review platform.
- 12) Deliver early case assessment, data analytics, technology-assisted review, and other associated AI and ML technologies to cull down data sets and identify relevant information.
- 13) Deliver ReviewRight® attorney document review services with domestic (USA) or offshore (India) options depending on the matter type.
- 14) Provide ongoing preferred provider eDiscovery Enterprise Managed Services across the EDRM for all matters.

Organizational Benefits of Automating the Legal Hold Process

Legal will...

- Spend less time creating custodian profiles.
- Spend less time speaking with custodians.
- Spend less time issuing legal holds.
- Spend less time tracking legal holds.
- Spend less time managing legal holds on an ongoing basis.
- Spend less time defending preservation processes.
- Reduce the risk of human errors with proven, defensible legal hold technology.
- Reduce the risk of potential spoliation sanctions via in-place preservation.
- Reduce the risk from departing employees via employee change management preservation workflows.
- Reduce the risk by mitigating potential communication gaps with IT and HR.

Custodians will...

- Spend less time reviewing and acknowledging holds.
- Spend less time speaking with the Legal team.
- Spend less time answering questionnaires.
- Not need to worry about whether they deleted potentially relevant data.

IT will...

- Avoid maintenance of duplicate repositories of legal hold data via in-place preservation.
- Spend less time preserving data.
- Reduce the amount of data collected and stored.

Records Management will...

- Not need to worry about the accidental deletion of custodian data.
- Not need to worry about enforcing disposition on data.
- Not need to manage a duplicate unsynchronized repository simplifying alignment with corporate retention policies.

Learn More. Today.

[Contact us today](#) to learn how HaystackID's Legal Hold Management Solutions can assist in reducing risk and achieving dependable results amidst anticipated litigation.

About HaystackID® Global Advisory

HaystackID Global Advisory features specialized industry experts and teams organized into practices and optimized to help you purposely plan, assess, report, and manage complex and critical tasks, projects, and programs. Global Advisory supports business-critical and risk-significant requirements and opportunities by providing dedicated practices in cyber discovery and incident response, privacy and compliance, information governance (enterprise risk management), and enterprise managed solutions. Complemented by HaystackID Discovery Intelligence and HaystackID Core®, HaystackID Global Advisory provides expert advisory for next-generation discovery. To learn more about HaystackID Global Advisory, please visit HaystackID.com/Haystackid-Global-Advisory.

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.