

EXECUTIVE SUMMARY
BEHIND THE FIREWALL: EDISCOVERY AND THE
CORPORATE BUYER
JULY 2011



Behind the Firewall pins down the two major buyer types: the IT professional and the Attorney specializing in litigation eDiscovery. This study uncovers opportunities for selling eDiscovery technologies behind the firewall: directly into the corporations who are seeking to save money, lower risk, and regain a sense of control over their eDiscovery process.

Some of the results may startle you. Others may confirm what you already know. ***No matter what your reaction, by the time you finish reading this report you will have an invaluable new weapon in your fight to gain mindshare and sales in an extremely competitive arena.***

Sample Findings: IT

IT grudgingly accepts a greater role in eDiscovery. IT professionals are more open to communication with Attorneys than before and are willing to learn more about eDiscovery technology. However, an unhappy IT partner makes any technical sale harder.

IT responds favorably to some eDiscovery messaging. One of the big ones is leveraging eDiscovery software to benefit other IT responsibilities like storage management and data retention

IT looks for several critical success factors in an eDiscovery project. CSFs include integrating the eDiscovery product with existing information management technology, attractive OPEX and CAPEX and excellent data security.

IT is gaining purchasing power but purchasing remains largely reactive. IT is gaining influence over the eDiscovery purchasing process, particularly over indexing and collections. But purchasing largely remains reactive on both IT and Legal sides.

Sample Findings: Legal

The collections process is a big deal and getting bigger. Attorneys are looking to identification and collection tools to collect data faster and with fewer non-relevant documents. This means that collections is an increasingly rich space for eDiscovery vendors, and that Legal remains the gateway but IT buy-in is a necessity.

Attorneys want more technology resources. Corporate Legal has actively hired personnel for eDiscovery but is frustrated with the lack of technology tools. Many respondents felt that their business does not provide enough budget for technology purchases. A clear majority of these Attorneys also want their technology tools to work for compliance.

Attorneys are painfully aware of the need to decrease cost. Decreasing risk is also important as lost cases and poor settlements affect job performance. Decreasing time is also important as the time for litigation shrinks and the complexity of eDiscovery grows.

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Report Details

- **Report:** 90 pages of charts, analysis, key findings, and vendor insights. It gives our sponsors practical competitive information on eDiscovery solution requirements, challenges, purchase intentions and integration strategies within these customer segments.
- **Respondents:** We sought to get an aggregate view of IT and Legal's eDiscovery challenges. We constructed two different but related surveys for representatives from IT and Legal. We concentrated on the litigious verticals of finance, healthcare, utilities, manufacturing, and government with employee numbers of 1000 and above. We segmented IT by job role ranging from IT managers and network administrators to the CIO, and segmented Legal by specialty and job role.
- **Analysts:** Christine Taylor and Jeff Byrne of The Taneja Group

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With a sponsorship of \$10,000 you will receive a copy of the 90-page final report plus a set of transcripts with key IT and attorneys respondents. The Taneja Group will be the sole and exclusive owner of the copyright to the report. If the sponsor wishes to re-use facts and findings from the report in external communications then they should notify Taneja Group, who will approve reasonable usage of the report's contents with attribution to Taneja Group.

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