

# Finding 'Relativity'

Better to be feature-rich and challenging than feature-poor and complacent.

**By Sean Doherty**

Document review software should make it easy to index, search, review, analyze, and code documents, as well as produce responsive document sets that withhold privileged documents. With these criteria in mind, I took kCura Relativity 6.5 for a test drive.

Relativity is web-based software that uses web forms to customize the user interface and configure workflows that offer to fulfill specific document review requirements. It is built on a .NET architecture that includes Microsoft SQL Server; Internet Information Server; the Relativity Web Client, which is an ActiveX Control for Internet Explorer that helps reviewers see files without the application that created them; and the Relativity Desktop Client, which connects to Relativity via a web API to import and export documents and load files.

## BEHIND THE WHEEL

I downloaded and installed virtual machine files from kCura to test drive Relativity. The VM worked on VMware Player (version 3.0.1) in a host environment supplied by an HP ML350 G6 server with 6136 MB of memory and a Xeon E5520 (quad-core 2.26 GHz) processor running Windows Server 2008 R2 Enterprise Edition, 64-bit. I configured the BIOS to support hardware virtualization and dedicated two cores and 4 GB of RAM to kCura's VM, which played beautifully throughout the review.

When I logged into Relativity's web user interface for the first time, a demonstration work space was prepared that included publicly available Enron data. I immediately went to the administration pages to add users and groups.

The first thing I noticed was that I could add or remove information on web pages on demand. For example, from a list view of users, I could add information on when a user's configuration was last modified and when the last password reset occurred, but I could not list information on when, and from where, the user last logged in.

When I created new users, I also enabled or disabled workflow and security features with check boxes and radio buttons. I allowed reviewers to skip over documents in the queue that were already coded and enabled the system to load the next native document in the review queue once an active document was loaded.

For security, I restricted users to logging in from trusted IP addresses and generated random, secure passwords for use. Note that there is not a current feature to bulk-load users, but once users are created they can be authenticated via an LDAP source such as Active Directory.

After adding users, I needed a place for them to work and something to work on. If you can point and click a mouse in a web form, you can build a workspace on Relativity and fill it with documents. The only problem I had was to find the right forms in the right sequence to get started — I was presented with a dizzying array of web forms and configuration options.

I created a client, ALM Properties, associated the new client with a matter, ALM Matter 1, and then created multiple workspaces where reviewers could accomplish work. A client can have one or more matters; matters can involve one or more workspaces; and each workspace is a database in Microsoft SQL Server 2005 or 2008. Note that SQL does not come with the on-premise license cost.

Creating a workspace did not require an SQL adminis-

trator. Relativity included a template for new cases that created default tables to store documents in fields and add core functions to search, report, and code documents. You can also use another, existing workspace as a starter template.

After the workspace was created, I associated it to a group and assigned the group granular rights to the workspace, e.g., the ability to view, edit, or delete all Relativity objects, including the workspace itself, folders, documents, and reports.

*Tip*: consider the group object as a role definition for users that can be reused for multiple clients, reviews, and workspaces.

Workspace configuration options excluded file types, like executable files and scripts, from kCura's Tiff on-the-fly (imaging) feature, and restricted production sets by selected criteria ranging from a batch source to a saved search. Production restrictions aim to prevent privileged documents from entering a production set. Only a system administrator with the specific Override Production Restrictions permission could override the restriction. I also had the option to create new features in the workspace with Relativity Dynamic Objects.

The RDO feature allows you to create new databases and applications in the workspace and link them to documents. For example, you can create a relational database for tracking physical media and evidence, build out a frequently-asked-questions database, or create a knowledge base for multiple review matters. The most recent example of an RDO is Method, kCura's feature to create and manage legal holds.

Like other review platforms, Relativity has a number of options to import, as well as export, documents. The Relativity Desktop Client allowed me to log into a Relativity workspace using the web-based application programming interface and select files to import to, and export from, the ALM workspaces. Relativity also has a command-line tool to import load files and an application programming interface for partners to import their own load files, e.g., Wave Software's Native Review Bridge in Trident Pro. Note that kCura charges a fee to partners for the API to ensure a measure of quality control.

## REAL FEEL FOR WORKSPACES

The document review workspace fits in a web browser with tabs across the top and a central window banked by left and right panes. The tabs provide access to document tasks and features, such as reviewing and reporting. Most reviewers will only see a tab to review documents set as the default tab. See Figure 1.

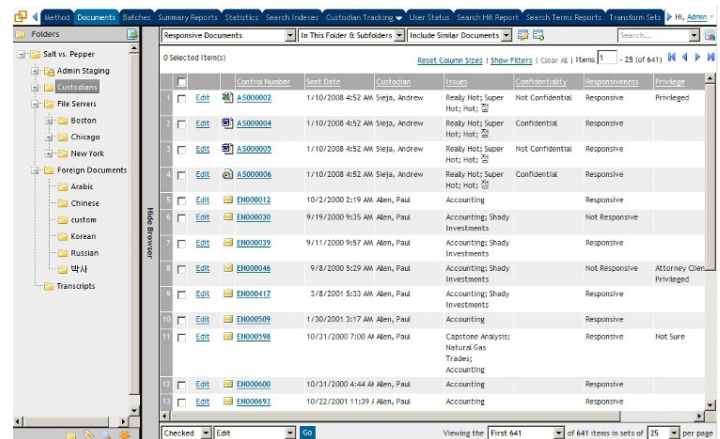


Figure 1. Relativity's web-based case workspace with tabs featuring specific features and views. Here, the documents tab is selected that shows a browser view of folders (Custodians, File Servers, etc.) in the left pane and a document list manager in the central window displaying all custodian files in a filtered view that shows only responsive documents.

The left pane sports a browser view that provides a view of documents in the central window in four ways: by folders based on how documents were imported or based on document sources like custodians; by how documents were tagged or coded, e.g., privileged, responsive, or not responsive; by various active and saved searches; and by clusters, which are groups of documents organized by concepts. Generating clusters of information engages Relativity Analytics features, which are charged on a transactional basis in addition to per-seat licensing charges for on-premise software.

The browser view includes three options to search documents: by keywords using Microsoft SQL search; by dtSearch, which enables keyword searching with the ability to find misspellings or typographical errors, as well as words that stem from a root word, e.g., litigat\*; and by Relativity Analytics.

Searching with Relativity Analytics uses a latent semantic index that converts document text into vector

mathematics to create a model that identifies how documents relate to each other by syntax and frequency of all the words in all the documents. Analytical searching puts keywords into, or out of, focus to further accelerate document review.

For example, with analytics, I grouped similar documents together and let Relativity automatically create batches of documents in a time slice by a minimum batch size to assign to reviewers.

My ability to use conditions in search strategies was only limited by the number of fields used in the document to be searched. For example, I performed a search for the keywords "California" and "energy" on Enron e-mail and marked the result set to include documents that were marked by reviewers as "hot" and "shady investments." I could sort the results using multiple document fields in a prioritized list, e.g., custodian, location, and date in ascending or descending order.

**PIVOT**

Relativity includes a toolset for data analysis, Pivot Chart and Grid, in the upper-right-hand corner of the browser. Pivot allowed me to summarize case data and display the results in a graph or table to reveal trends and patterns. The Pivot Chart (Figure 2) let me view multiple document fields in bar, pie, and line charts to see where coding decisions may have been diverted along identified issues or custodians.

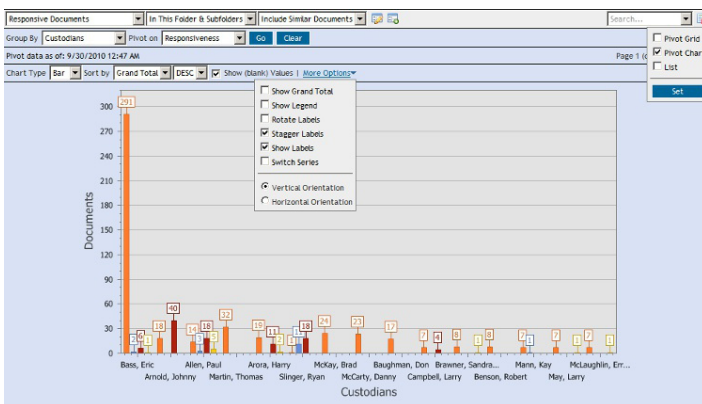


Figure 2. The Relativity Pivot Chart displaying responsive documents by custodian in a bar chart.

The Pivot Grid (Figure 3) let me create a summary of where two fields of data intersected. I browsed all Enron custodians and filtered the document list by whether documents were responsive or not. Pivot Grid let me see

tagged issues by custodian and export the results in an Excel file for later review.

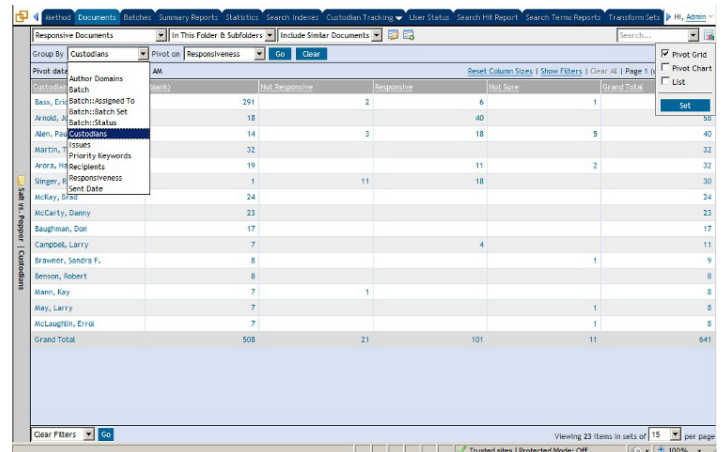


Figure 3. The Relativity Pivot Grid displaying responsive documents by custodian in a grid layout.

I selected individual documents to review in Relativity's viewer powered by Oracle's Outside In (version 8.3.2.0). Other viewing options included the document image, its extracted text, or the native file if the corresponding application was installed on my PC. By default, all annotations performed on the document, whether they were highlights from a search, previous markups, or tags, were visible — but they could be turned off in a mouse click. I redacted documents on demand using a black background and a white background with the reason for the redaction in text. See Figure 4.

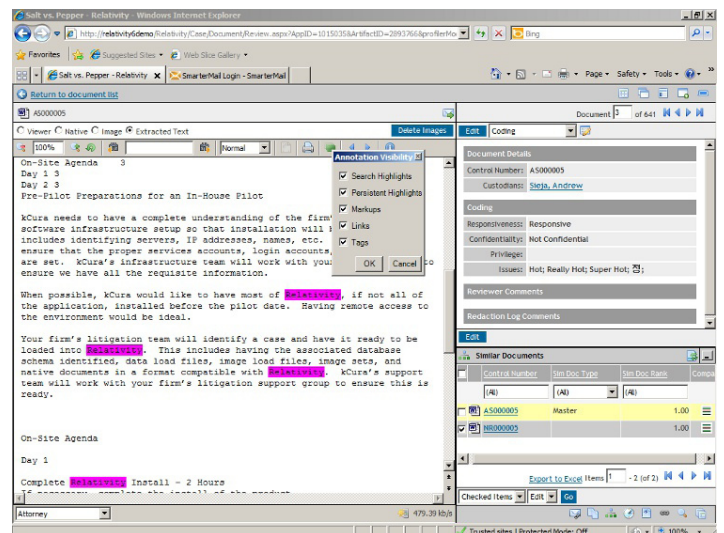


Figure 4. The Relativity core reviewer interface where you can select the document viewer, e.g., native or image, to display the document with annotations and search-hit highlights, find similar documents and compare them to the one in view, and code a single document or bulk code multiple documents.

A right-click in the document view allowed me to find similar documents with Relativity Analytics or add the document to a case map. When I needed more screen space for review, I detached the viewer into a window by itself.

The window pane on the right flank of the main document window provided coding functions to mark up the document as responsive or privileged or tag it with pre-configured labels. In a mouse click, I changed the pane to the left flank of the main document. Other options for this window gave me the ability to view all the available fields of the document, engage a question and answer feature that allowed me to ask an expert a question, and use a specified set of codes applicable to the overall review or another code set specifically designed for the document type in view, e.g., a transcript.

The coding pane included the ability to find similar and duplicate documents using criteria such as an MD5 hash associated with documents. Once found, I could compare documents and review e-mail in indented lists to view selected messages in a conversation arrangement by subject or thread. Once I verified document similarity in separate windows, I bulk coded them using similar issue tags. I also used this pane to check on the status of assigned jobs to see the percentage of documents that were completed. After I viewed job progress, I exported the report in Excel format.

## VERDICT

Relativity was easy to use, configure, and reuse to review documents for multiple clients and matters. Its best feature in providing multiple web forms to easily customize the interface and add features and functions is also its worst detractor. The multiplicity of tabs, pages, and options makes it hard to find things, but I would rather be feature-rich and challenged than feature-poor and complacent.

## PRODUCT INFORMATION

KCura Relativity 6.5.241.6. On-premise licensing starts at \$30,000 annually for 25 named users; a per-gigabyte,

transactional cost applies for analytical features. Relativity is also available via a hosted service on a transactional basis from kCura partners.

*Sean Doherty is the technology editor for Law Technology News, and a San Francisco-based lawyer. E-mail: [sdoherty@alm.com](mailto:sdoherty@alm.com).*