

OVUM OPINION

kCura helps to discover content

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OVUM VIEW

Summary

Relativity from kCura, a US-based e-discovery vendor, is a product designed to speed up the review process and identify documents required in a case by searching and organizing document sets. Although this technology comes under the "enterprise content management" (ECM) umbrella, most ECM vendors do not provide this specialized technology. This makes vendors such as kCura potential differentiators, particularly in the records management and archiving markets. Relativity can be classified as an e-discovery product; it takes the results of initial searches and allows legal teams to refine the result set, a time-consuming and expensive task. It typically takes several months to do this if it has to be undertaken manually by checking individual documents, particularly as millions of documents are often involved. Relativity simplifies and streamlines this process and is a useful tool for legal departments and law firms that handle complex litigation cases. Its cost can be justified by comparing it with the cost of undertaking manual e-discovery requests.

E-discovery tools take much of the pain out of searching for specific documents

This type of product is well suited for organizations that need to search across large volumes of content in order to respond to discovery requests, typically for regulatory or litigation purposes. Search tools are valuable for undertaking searches and producing initial sets of results, but they only go so far. Human intervention (often through lawyers) is required to manually search what can be millions of documents to produce the final set of results, which are then put into an appropriate format for the requestor. The results of initial searches carried out using enterprise search tools can be loaded into e-discovery tools such as Relativity to analyze the content. "Relativity Assisted

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Review" allows content reviewers to train Relativity to recognize relevant and non-relevant documents using functionality that aligns the categorization feature of Relativity Analytics closely with organizational processes. A key benefit is that it allows similar types of documents to be identified and grouped together, with a few sample documents being reviewed. For example, a reviewer can quickly determine whether the documents are relevant. If they are not, the whole group can be disregarded without the need to review every document. However, if the documents are relevant, searches for similar content can be undertaken.

A variety of search types are supported, including Boolean, text, and keyword. Security is an important aspect of Relativity, and all existing permissions and access rights to content are adhered to.

Organizations should consider Relativity if they retain content that may need to be (re)discovered

There were many examples during the last decade of organizations paying outside agencies many hundreds of thousands of dollars to undertake searches and produce requested sets of documents for litigation cases. In many cases this was because the content was not managed effectively, and simply left on backup tapes, which were stored in offsite vaults. There are other cases in which organizations believed it cheaper to pay a large fine rather than attempt to sift through thousands of backup tapes to discover requested content. Therefore, e-discovery tools are best used in conjunction with archiving or records management solutions.

However, it is too late to consider purchasing an e-discovery tool when a discovery request is received. Organizations that retain large volumes of content, particularly those that employ legal departments that are responsible for all discovery requests, should investigate e-discovery tools now. Relativity can be purchased as an on-premise solution or provided as a hosted service, and the company works with many hosting partners. An increasing number of customers want hybrid solutions in which they own the software, but operate a hosted model.

It is not just legal departments within organizations that can benefit from Relativity; the tool is also valuable for law firms that undertake e-discovery work for companies. This is where Ovum believes the largest market for the product lies.

APPENDIX

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