HOW TO CHOOSE AN EDISCOVERY / IT FORENSICS PROVIDER: 6 KEY STEPS

eDiscovery is a critical element in many cases today. Keep these criteria in mind when selecting a provider to handle this important service – the strength of your case depends upon it.

---

1 YOUR POINT OF CONTACT IS KEY

Is your point of contact knowledgeable about his or her field and your specific area of law? You need an experienced team member who can share both technical proficiency and legal expertise within your specialty. Your POC should also be able to easily and clearly explain any complex tech-jargon to all of your team members (tech savvy or not). You will be working closely with this project manager. Communication and specific knowledge on both sides of the spectrum are critical to the relationship's success – and to the outcome of your case.

2 DEEP BENCH

The provider you select should have a deep group of talent, and be able to handle small or large and complex cases and projects. Ask questions that reveal information about the team's capacity.
Should a specific eDiscovery case become too large or complex for one experienced team member, the project manager can call upon other specialized team members with strong technical and legal backgrounds to assist with the case. Top eDiscovery partners have experienced talent on their teams, and work with attorney clients to prove or disprove certain outcomes.

3 ASK ABOUT THEIR WORK AND REFERENCES

Elite digital discovery partners have worked across a variety of cases and subject matter. Ask for examples of work that parallel your specific needs. Although written references or case studies are uncommon in this industry you can ask to speak verbally with someone who has used the provider's services before.

4 SPEED TO INFORMATION

You need information and analysis fast; make sure your eDiscovery partner can deliver. Is there a team that can handle daily production and processing volume? Is this provider available during off-hour times, such as nights, weekends, and holidays? You should be confident that your deadlines will be met on-time.

5 QUALITY CONTROL

Production issues can be some of the most challenging problems attorneys encounter in this process, including errors around redactions, bates numbering and privileged documents. What gets measured gets managed. For consistent deliverables, have providers confirm QC processes to prevent reoccurring errors.

6 BEST PRACTICE APPROACH

Discovery and legal forensics are fields that are constantly changing in significant ways. Your provider should be on top of new developments, and continuously discovering new and improved ways to discover and analyze digital data as it relates to litigation or case outcomes.

Service providers may have similar tools and software platforms, but they are not the same. If you have e-discovery needs, it's important to focus on the criteria above, as well as substantive support (not just individual line items costs) when evaluating partners.

Like to learn more about our approach to eDiscovery and digital forensics?

Schedule a **free consultation** to learn how we support our customers at Detekted.