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Buyer's Guide to Online Review Tools

By Doug Austin, Professional Services Director for CloudNine Discovery

With the acceleration in Electronically Stored Information (ESI) and the resulting increase in the amount of data that could potentially be considered evidence, discovery and document review has become much more expensive. In addition, corporations, litigators and potential litigation experts are becoming more geographically diverse, more mobile and are demanding a higher degree of collaboration via the Internet.

Considering all of these changes to the litigation landscape, Online Review Tools (ORTs) have become the preferred alternative to the legacy client/server software applications that have dominated this industry for the past ten (10) years. As such, there are a number of technology providers that have entered the legal market in the past few years with ORT offerings.

This buyer's guide is intended to provide a list of criteria that buyers should take into consideration when choosing the ORT technology and vendor that best meets their requirements.

Browser-Based User Interface
Buyer's should expect their ORT to have a browser-based user interface that enables users to customize their user experience.

Support for Multiple File Types
Buyer's should expect their ORT to simultaneously support both native files (e.g. email, MSWord, Excel, etc.) and image files (e.g. TIFF and PDF) on the same screen.

Search
Buyers should expect their ORT to easily enable them to simultaneously search both the metadata index and the OCR text file.

Document Tagging
Buyers should expect their ORT to enable them to create an unlimited number of custom tag fields and support both personal and global tagging of documents.

Reporting
Buyers should expect their ORT to enable them to easily create custom reports and export them in CSV and HTML formats.

Redaction and Annotation
Buyers should expect their ORT to enable them to easily redact and annotate documents.

Downloading and Printing
Buyers should expect their ORT to enable them to download documents and print them on their local computers.

Security
Buyers should expect their ORT to provide user and field-based security to enable flexible collaboration.

Simplified Pricing
Buyers should expect their ORT vendor to provide simplified pricing based the number of gigabytes of documents that they intend to have hosted, without extra charges for user fees or other additions.

Tier IV Data Center
Buyers should expect their ORT vendor to host the application in a Tier IV data center with backup and data redundancy.

Support and Customer Service
Buyers should expect their ORT vendor to provide free customer service along with robust online chat during normal business hours.

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Buyer's Guide to Online Review Tools, Part 2

Top 10 Reasons to Choose Online Review Tools with Managed Hosting

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1 Your Own Team of Experts

When you turn to a managed hosting solution, it's as though you suddenly have an entire staff of experts working for you—serving as an extension of your IT department and allowing your in-house team to focus on the other critical aspects of your infrastructure.

2 Cutting-Edge Technology

Since managed hosting providers focus on their specific area of expertise, they can stay on top of the latest advances in their industry. They also have the resources to implement and maintain a variety of technologies to deliver the best in hosted applications.

3 Reliable Access

Managed hosting providers are committed to providing a reliable uptime. They know that if servers go down, your productivity is down and you lose revenue. They must keep you satisfied, or risk losing your business.

4 No Setup or Maintenance

When you turn to a managed hosting solution, you immediately have a fully equipped, top-of-the-line system that will be continually updated and maintained. This saves you thousands of dollars in server hardware, software, upgrades, and the expertise to run it all.

5 Seamless Scalability

When your company grows, your infrastructure must also grow even faster. Since managed hosting providers have extensive hardware and software resources, they can scale smoothly and easily. Private cloud hosting, in particular, is especially designed for scalability—since you use only the infrastructure resources you need.

6 Automatic Backups & Easy Data Recovery

Managed hosting providers know that you have entrusted them with your invaluable data—so they design their systems to protect that data. They have the resources to implement exhaustive backup and data recovery systems.

7 Security During Storage & Transmission

Businesses can spend thousands of dollars to protect their data—or they can save thousands by turning to a hosted system. Hosting companies integrate extensive security measures to protect your data from physical threats—such as theft, overheating, power outages, and fire—as well as technical threats from hackers or prying eyes.

8 Automatic Software Upgrades

When you choose managed hosting, you don't need to worry about downloading and installing software upgrades or security patches. Your system will always be up-to-date.

9 Database Access Anywhere

With managed hosting, you benefit from having a wide range of data access options. This flexibility helps your employees to be more productive, compared to employees who are limited to using only a specific computer or specific software.

10 Cost Control

When you choose managed hosting you avoid buying servers, security devices, network equipment and leasing data center space, and avoid the cost in time and people that will be responsible for it all. Very rarely do the numbers add up in favor of doing it yourself. Getting out the calculator as a first step is good advice.