



FTI Technology and Exterro

COMBINING ADVANCED TECHNOLOGY WITH
DEEP EXPERTISE



EXPERTS WITH IMPACT™

FTI Consulting and Exterro Joint Offerings

Today's data climate is continually shifting. New privacy laws, emerging data types and ever-increasing data volumes place a strain on even the most sophisticated of legal teams. A holistic approach to data governance and discovery is required to address the demands of modern data management.

The FTI Technology and Exterro partnership delivers a complete and end-to-end data governance and discovery solution designed to tackle today's data challenges head-on. Powered by Exterro's advanced technology within the Exterro Legal GRC platform, FTI and Exterro provide corporations, law firms and government agencies proven strategies, policy advisory, and technology infrastructure that proactively reduce risk, drive efficiency and protect enterprise value.

Data Privacy Management

The FTI and Exterro joint privacy team aims to deliver meaningful, "regulator-ready" results that improve personal data handling practices throughout the enterprise. Our solutions focus on active remediation of risk through business process re-engineering, enterprise system modifications, functional reorganization, and Exterro technology implementation. We do this through an approach that is:

Programmatic

We help our clients define a practical privacy program governance structure, that targets operating models and performance indicators to correct misaligned privacy risk ownership and promote efficient scale.

Risk-based

We work to design and implement regulatory and operational risk controls with full awareness of how to best balance our clients' strategic business priorities.

Integrated

We work to understand the nuances of our clients' business model, processes, systems or products and integrate specific privacy control.

Data Subject Access Rights Requests

DSARs are intensive, time consuming and require coordination across many different areas of the business. Additionally, DSARs demand tight timelines of the responding organization, adding to the burden. Through our joint team of experts and Exterro’s industry leading technology, a complete DSAR solution is tailored to help organizations navigate emerging consumer and employee privacy laws. Joint offering workflows include:

	<i>FTI Consulting</i>	<i>Exterro</i>
Design	Develop repeatable and defensible DSAR processes and policy	–Automated DSAR workflows – Exterro Project Management –DSAR request integrated with enterprise website
Identify	Identify what personal data has been collected and where it is located in the enterprise	–DSAR identity checking within Portal –Exterro E-Discovery Data Management – Exterro Data inventory
Retrieve & Review	Perform hands on data retrieval, actions, and DSAR fulfillment within required timeframes	–Fully featured review module –DSAR Portal
Manage	Utilize Exterro DSAR solution to efficiently manage the entire process and any further actions	–DSAR fulfillment tracking and status dashboards –Data subject communication –Robust reporting

Data Inventory/ Data Mapping

FTI and Exterro’s team of experts provide a hybrid approach to data mapping that expands beyond traditional privacy and compliance. We take an all-encompassing approach that dives deep into the enterprise asset footprint. We hunt and document internal system architecture, product infrastructure, and personal data flow to provide full transparency into your systems to reduce risk and provide value far beyond the legal, risk, or compliance function. This proven approach creates real value and ROI that all corners of your organization can leverage. Our data mapping workflows support:

E-discovery Preservation

- Data remediation
- Defensible disposal

Regulatory Retention Requirements

- General Data Protection Regulation (GDPR)
- California Consumer Privacy Act (CCPA)

Privacy Management

- Demand Signal Repository (DSR)
- Third Party Risk Management (TPRM)
- Data Protection Impact Assement (DPIA)

Cybersecurity/ Risk Analysis

- Security gaps
- Identify “rogue” data repositories

FTI Consulting and Exterro Joint Offerings (*continued*)

E-Discovery

Leveraging the Exterro Orchestrated E-Discovery Suite, FTI provides superior e-discovery services to some of the world's most notable law firms, corporations and government entities. FTI combines the right people with Exterro's industry leading technology to help legal teams scale and better navigate complex data challenges including cross border laws and emerging digital sources. Through proven workflows and advanced technology, FTI's experts deliver high quality service that yields a clear return on outsourced legal spend. We differentiate our e-discovery solutions through:

Data Reduction

Less data in the e-discovery process can result in dramatically lower costs. We help organizations proactively remediate redundant, old and trivial information, collect only what's necessary, cull data through early case assessments, and utilize analytics for smarter reviews. Through every step of the process, data reduction is documented and defensible.

Process Workflow

Our global team can help clients more effectively manage data from inception through the production. No matter the type or size of the matter, we can leverage proven, out-of-the-box workflows or design custom processes to quickly and cost-effectively deliver results. We work within program parameters to develop standardized processes and templates, implement best practices, and document final workflows that integrate seamlessly with the client's business model.

Best-of-Breed Technology

There isn't a 'one-size-fits-all' solution for e-discovery. A number of variables make organizations unique – including vertical industry, litigation profile, company culture, geographic footprint, and technology infrastructure. We understand these requirements and deliver solution-oriented products and services to meet client needs. This includes implementing Exterro's best-of-breed technology and where possible, leveraging the client's existing IT investments.

Forensics and Investigations

With speed, efficiency and discretion, FTI and Exterro provide a strategic, systematic, and economic approach to analyzing, collecting and investigating the full spectrum of modern data sources. Leveraging Exterro's FTK technology to power proven methodologies, FTI's experts have years of experience finding and collecting evidence in a defensible manner, with chain of custody intact, minimal disruption to daily business operations and the quickest turnaround times. The FTI team can also provide expert testimony and develop courtroom materials that clearly explain the evidence and methodology.

Commonly Handled Data Sources

SOCIAL & MESSAGING

SMS\MMS	Instagram	Symphony
Bloomberg	Twitter	Twitter Direct
Chat	Pinterest	Messages
iMessage	Slack	Zendesk
Salesforce	Facebook	Chat
Chatter	Messenger	Voxer
Skype	LinkedIn	Yammer
WeChat	Messaging	
HipChat	Google Talk	

PRODUCTIVITY PLATFORMS

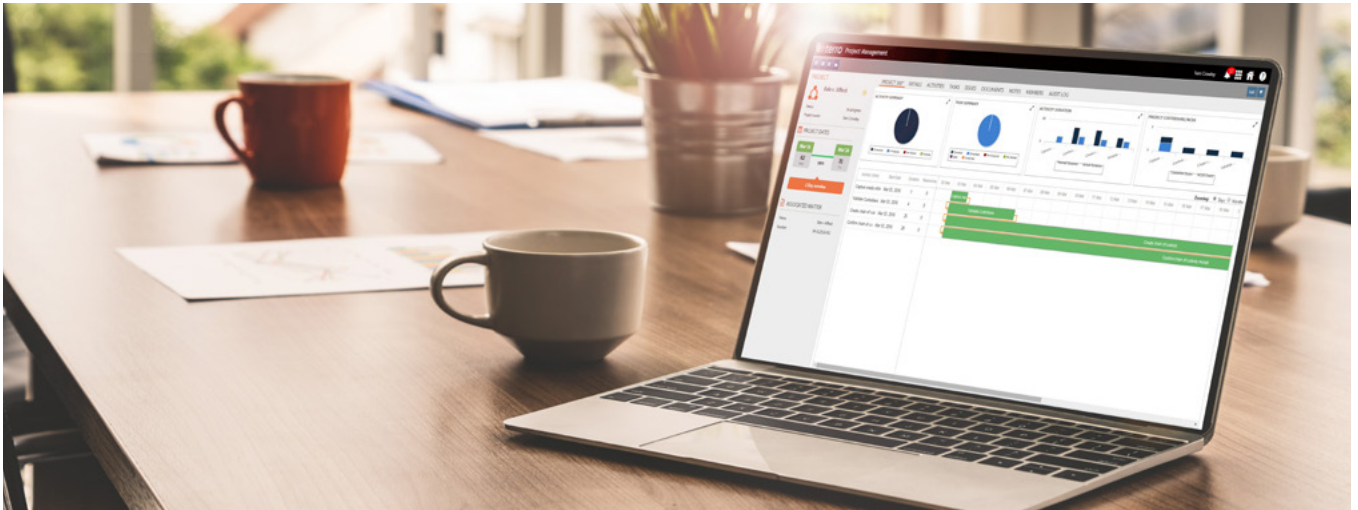
Office 365
G Suite
Atlassian

PLATFORM AS A SERVICE

AWS
Azure
Heroku
Force.com

SOURCE CODE & VERSION CONTROL

Microsoft Teams
Foundation
Server
GitHub
Bitbucket



The Exterro Legal GRC Platform

Business challenges such as executing on Data Subject Access Requests or defensibly minimizing data across the organization span organizational units that report to the Chief Legal Officer - Privacy, Compliance, Legal Ops – and those that don't, like Security and IT, and require a comprehensive approach to process orchestration. Cobbling together technology solutions aimed at addressing one part of this big picture won't deliver the results you need. A holistic approach to managing your Legal Governance, Risk and Compliance Challenges is required. Exterro's Legal GRC platform offers the critical technology needed for end-to-end data governance and discovery.



COMPREHENSIVE DATA INSIGHT

A critical foundational element to meeting your Legal GRC obligations is a shared, comprehensive data inventory, providing insight into where and how much data you have across your organization and the regulatory compliance and legal obligations governing the usage and storage of that data.



INTEGRATED PLATFORM

A completely unified solution which seamlessly orchestrates workflow, shares data and integrates into your existing IT infrastructure, solving your cross departmental business challenges



PROCESS ORCHESTRATION

Automated workflow that ensures all tasks and activities are assigned, understood and completed with visibility into the status of each, delivering the ability to proactively address potential issues before they result in costly delays.



EASY ACCESSIBILITY

Cloud-based and available any time, from anywhere, for all stakeholders, regardless of whether they are internal or external to an organization, with appropriate security and privacy controls.

Why Work With Us?



Legal and Regulatory Experience

Our experts have years of experience working with companies to design and implement compliance programs to adhere to legal and regulatory requirements which include GDPR, NYDFS 500, HIPAA, PCI DSS. We help companies to develop defensible documentation and have the credentials and experience to testify in court about the methods used.



Technical Expertise

Exterro brings deep technical experience in how best to utilize and integrate technology with existing enterprise IT environments, in order to efficiently navigate the complexity of data governance and technology for global organizations.



Trusted Global Leaders in Compliance and Governance

FTI Consulting provides the people and process to deliver concrete improvements with demonstrable value for organizations. We develop and implement programs that enable our clients to comply with regulation and reduce compliance risk and costs, while enabling faster and deeper insight into their data.

About FTI Technology, a Segment of FTI Consulting

FTI Technology solves data-related business challenges, with expertise in legal and regulatory matters. As data grows in size and complexity, we help organizations better govern, secure, find, analyze and rapidly make sense of information. Innovative technology, expert services and tenacious problem-solving provide our global clients with defensible and repeatable solutions. Organizations rely on us to root out fraud, maintain regulatory compliance, reduce legal and IT costs, protect sensitive materials, quickly find facts and harness organizational data to create business value. For more information, please visit www.ftitechnology.com.



About Exterro

Exterro was founded with the simple vision that applying the concepts of process optimization and data science to how companies manage digital information and respond to litigation would drive more successful outcomes at a lower cost. We remain committed to this vision today. We deliver a fully integrated Legal GRC platform that enables our clients to address their privacy, regulatory, compliance, digital forensics, and litigation risks more effectively and at lower costs. We provide software solutions that help some of the world's largest organizations, law enforcement and government agencies work smarter, more efficiently, and support the Rule of Law. For more information, visit exterro.com



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FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities.

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NEXTEER AUTOMOTIVE PROFILE

INDUSTRY: Engineering & Manufacturing

WORLD HEADQUARTERS: Auburn Hills, MI

REVENUE: \$3.9B in 2018

EMPLOYEES: 13,000+

YEARS IN BUSINESS: 110+

How Nexteer Automotive Overhauled Its E-Discovery Processes



When Diane McKellar joined the Nexteer Automotive team in 2016 as the Legal Operations Manager, she was tasked with streamlining their legal department's operations to reduce both time and expense. One of her first questions was, "What are we doing for legal holds?"

When the answer came back—a mixture of manual processes, emailed notices, and printed acknowledgments—she knew that legal hold would be her first target for process improvement but that she wouldn't stop there.

A Lean Legal Team

For a tier one global auto supplier with over 13,000 employees and \$3.9 billion in revenue, Nexteer manages its legal affairs with a small team. Consisting of just nine attorneys and the single Legal Operations Manager position, as recently as 2016, the company did not have an automated legal hold process. Custodians were responsible for preserving their own data and Nexteer's internal e-discovery operations were manual, fragmented, and burdensome for IT staff.

Nexteer knew it needed to improve its e-discovery processes. A streamlined, automated process would help them meet their ultimate goals of cutting costs and improving efficiency.

The Old Way: A Traditional Approach to E-Discovery

In many ways, Nexteer's approach was typical of an e-discovery process as conceived in the original E-Discovery Reference Model (EDRM) over a decade ago. The various components of e-discovery were handled individually, often using multiple point tools from disparate vendors, rather than holistically across the entire process.

Management of legal holds, collection, processing and review were split among different groups. Nexteer farmed much of the process out to e-discovery vendors and outside counsel, which left them with significant external costs and very little transparency into or control over the process to protect the company.

ABOUT NEXTEER

Nexteer Automotive, a global leader in intuitive motion control, is a multi-billion dollar global steering and driveline business delivering electric and hydraulic power steering systems, steering columns, driveline systems, as well as advanced driver assistance systems (ADAS) and automated driving enabling technologies for original equipment manufacturers (OEMs). The company has 28 manufacturing plants, three technical centers and 14 customer service centers strategically located in North and South America, Europe, Asia and Africa. The company serves more than 60 customers in every major region of the world including BMW, Fiat Chrysler, Ford, GM, PSA Groupe, Toyota and VW, as well as automakers in India and China.

Orchestrated E-Discovery: The Best of Both Worlds

Exterro's platform technology empowers in-house legal teams to perform all the functions of the e-discovery process:

- Taking a comprehensive inventory of data
- Issuing legal holds and tracking compliance
- Preserving, collecting, and processing electronically stored information (ESI)
- Assigning reviewers, reviewing ESI for responsiveness, and producing it for opposition

While some clients invest in the full platform, others opt to bring only part of the process in-house. But with Orchestrated E-Discovery (OED), organizations gain the best of both worlds. Partnering with a service provider, such as FTI Consulting, clients gain access to the entire Exterro platform without the need to install or run it themselves. FTI also provides expertise and custom workflows that reflect individual client needs, which eases processes and enhances efficiency.

FTI provides clients control and insight across the entire e-discovery process, facilitating collaboration between internal and external stakeholders, and delivering real-time visibility into tasks and data. In addition, the FTI-led OED model promotes defensibility and increases data security by eliminating error-prone data handoffs and transfers. These features give clients better control over costs and timelines, accelerating case strategy decisions and allowing proactive strategies rather than reactive demands to dictate matter budgets and timelines.

Bringing in the Right Partner

With two major e-discovery matters on the horizon, Nexteer looked to FTI Technology for assistance. As FTI Managing Director Chris Zohlen recalls, "It isn't easy to install a start-to-finish workflow and make it simple for organizations." FTI provides extensive e-discovery and information governance services to its clients, ranging from managing the process itself to consulting with organizations that want to implement their own in-house e-discovery technology and processes.

While Nexteer had budgeted to purchase a legal hold solution, they were not yet prepared to invest in a complete e-discovery platform. But by partnering with FTI, they were able to access the full Exterro platform through the OED offering. So when Diane logged in to Exterro, she had access to workflows, analytics, and reporting across the e-discovery process, from identification and preservation through review and production, on one system. Additionally, Nexteer had the benefit of FTI's deep expertise with e-discovery systems and processes, which allowed Nexteer to optimize their experience and enhance their processes.

FTI Offers Assistance

Zohlen explains that "Diane is a very self-sufficient client, but one of the areas we have been able to help is in providing access to data and insights, project scope and data volumes, keywords and search results much sooner in the process than before." This was the key to providing value to Nexteer on their e-discovery matters because it allowed the corporation to make matter decisions earlier and be more strategic.

The Benefits of Orchestrated E-Discovery

THE VIRTUE OF TRANSPARENCY

"The Orchestrated E-Discovery platform can provide users with transparency—transparency into the process and transparency from all the parties involved in an e-discovery matter, whether that's in-house legal & IT, a service provider such as FTI, or outside counsel for that matter."

—Chris Zohlen

Managing Director of Consulting, FTI Technology

"The best part of it is I have complete visibility of what's going on for myself and for my attorneys. For example, I'll get notification an employee has left the organization and can quickly verify they're not violating confidentiality agreements. Additionally, I can go run a quick early case assessment and easily start analyzing the matter myself. It helps the legal department look good."

—Diane McKellar

Legal Operations Manager, Nexteer Automotive

While visibility into the data, workflows, and contributors to e-discovery projects were the biggest benefits to Nexteer, they were far from the only ones. Other key advantages included:

- Set up of single repository of data sources relevant to multiple matters or investigations
- Quick and easy access to custodian data for analysis in early case assessments and/or collections
- Predictable pricing and access to experienced e-discovery staff on a moment's notice
- Streamlined communication and collaboration with outside counsel and service providers
- Review teams can get access during collection, eliminating delay related to data processing
- Client, counsel, and consultants can develop a discovery strategy based on early access to data

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Lessons Learned

If you're considering implementing a platform solution to e-discovery, whether self-managed or through an Orchestrated E-Discovery partnership, here are some considerations to keep in mind to get the best possible outcomes.

1. Make sure that you give sufficient lead time for setting up the solution. This includes identifying custodians and data sources and their specific requirements. You will need to identify user accounts, crawl data locations, and gather all relevant machine names.
2. Commit to cross-functional collaboration between client and service provider. You'll need to coordinate with your IT resources, make sure security protocols and clearances are in place, and identify any software and/or hardware permissions are granted.
3. Create user accounts for external users of the Exterro platform. If you have SSO technology, you'll need to give external reviewers and project managers access to Exterro through your network.



E-discovery Consulting

EFFICIENT. PRACTICAL. SMART.



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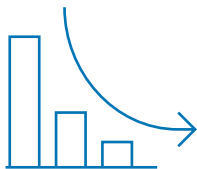


FTI Technology helps clients meet their dynamic legal and regulatory challenges with innovative e-discovery solutions.

From maximizing the use of in-house tools, to managing the entire process as an outsourced managed service, FTI Technology offers a broad range of flexible solutions that focus not only on the technical tools, but also on the policies and procedures that support the entire process.

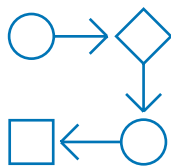
E-Discovery Consulting Efficient. Practical. Smart.

We differentiate our e-discovery consulting services through:



Data Reduction

Less data in the e-discovery process can result in dramatically lower costs. We help organizations proactively remediate redundant, old and trivial information, collect only what is necessary, cull data through early case assessments, and utilize Technology Assisted Review and analytics for smarter and more efficient reviews. Through every step of the process, data reduction is defensibly achieved.



Process Workflow

Our global team can help clients more effectively manage data from inception through the production. No matter the type or size of the matter, we can leverage proven, out-of-the-box workflows or design custom processes to quickly and cost-effectively deliver results. We work within program parameters to develop standardized processes and templates, implement best practices, and document final workflows that integrate seamlessly with the client's business model.



Best-of-Breed Technology

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E-Discovery Consulting & Service Offerings

Companies rely on us for a full range of e-discovery consulting and services, including:

Identification and Preservation

Our team has deep expertise in conducting witness interviews, defining potentially relevant data sources and working with IT to defensibly preserve those sources. In addition we can analyze automatic deletions within the system, help advise on preservation policies and also implement and train teams on preservation tools, such as those within Microsoft Office 365.

E-Discovery Software Consulting

From point solutions (i.e. legal hold, ECA, legal review), to end-to-end applications, we help organizations find, implement and optimize the best technology for their needs. This can include a wide variety of services, including hosting, on-demand services and training.

Legal Holds

We can help your team evaluate current litigation hold processes and, if needed, evaluate the offerings in the market and implement and migrate to a new legal hold system. FTI professionals also advise clients on updating legal hold and data retention policies.

Data Management

Ensure that sensitive data is properly managed and remains secure, from cataloging backup tapes to collecting and remediating produced data after a matter ends.

Managed Review, Including Foreign Language

FTI Technology drives quality and efficiency at every step of the legal review process, providing a unique combination of advanced software, expert attorney review teams and innovative workflows executed in collaboration with outside counsel.

Data Collection & Forensic Investigations

With speed, efficiency and discretion, our team can provide a strategic, systematic, and economic approach to investigating and collecting a myriad of data sources including network, mobile device and cloud-based social media data.

E-Discovery Managed Services

From software hosting to workflow design, project management and staffing, FTI Technology can manage the whole e-discovery process with a flat and transparent monthly pricing model.

Find Facts Fast

Our team of dedicated researchers, combined with advanced analytics technology, can quickly unearth key facts and data sets to enable timely and strategic decisions in investigations or litigation.

Cross-Border/Data Privacy

Safely and defensibly, FTI Technology professionals can quickly deploy anywhere in the world to conduct a complete investigation, from collection through analysis and production, on-site at a company location. Clients benefit from FTI's extensive experience managing global matters, including in-country cultural awareness, discrete processes that do not interrupt the regular course of business and multi-lingual capabilities.

Data Presentation

FTI Technology professionals apply their courtroom hot seat experience to understand and present your data in a manner that is actionable, whether for arbitration hearings, board presentations or other related needs.

CASE STUDY

Healthcare Merger Aided in Second Request and Litigation by FTI Technology's E-discovery Consulting & Services

SITUATION

Two healthcare companies planned a merger and faced an anti-trust 'Second Request' investigation and anticipated that the government would issue anti-trust litigation against them. The companies had just 60 days to respond to the Department of Justice (DOJ) Second Request, and needed to ensure that highly sensitive patient data remained secure and in compliance with the Health Insurance Portability and Accountability Act (HIPAA).

OUR ROLE

Because of FTI Technology's deep expertise in Second Requests, including handling the e-discovery component in dozens of Second Requests over the past several years, both healthcare companies selected FTI Technology as their e-discovery partner. FTI's services included collecting over 14 million documents and reducing the dataset by nearly half through culling, conducting a managed review with sophisticated workflows to keep data secure and in compliance with HIPAA, honing in on important documents quickly using advanced analytics, supporting post-production depositions and substantive strategy development, and providing expert witness testimony to the quality and defensibility of the entire e-discovery process.

OUR IMPACT

Despite several challenges, including changing priorities, rolling collections, and shifting deposition timing, the data was safely produced to the DOJ in line with the timing agreements made. FTI's team, through its expertise and analytics, helped in-house counsel and the law firm achieve substantive compliance as requested, on time, and within budget.

CASE STUDY

Entertainment Service Realizes Substantial Savings with Custom E-discovery Process

SITUATION

A dispute over licensing fees forced a digital entertainment service into litigation for the second time in as many years. Attorneys for the opposing litigants refused to renegotiate the previously agreed-upon – and overly broad – keywords that could be used in document searches for case-relevant material. Adding to the pressure was a narrow three-week time window to finish the job, as well as a demand by the opposition to receive no more than 30,000 responsive documents.

OUR ROLE

Facing the daunting task of evaluating 1.7 million documents, the company turned to FTI Technology to employ its analytics-based e-discovery services. In order to avoid giving the plaintiff in the case cause to challenge the validity of the disclosed documents, it was crucial for FTI to develop a strategy and customized workflow that suited its client's unique needs. Due to the broad keywords, FTI Technology's expert e-discovery team utilized an iterative approach, combining use of predictive coding and analytics, to quickly identify and review likely responsive documents.

OUR IMPACT

The iterative approach reduced the data set for review from 1.7 million documents to 59,000, of which 25,000 were produced. Opposing counsel did not issue discovery challenges, and the client realized substantial e-discovery savings. The efficiencies generated by FTI's services represented a savings of \$2.5 million over a traditional linear review of the same documentation. Moreover, the iterative workflow combining predictive coding and analytics generated a savings of \$600,000, compared to a scenario where only the predictive coding tool was used.



About FTI Technology

Trusted Global Leaders in Information Governance, E-discovery, and Investigations

As part of FTI Consulting, FTI Technology offers deep experience in delivering tangible results in the context of investigations, litigation, mergers and acquisitions, regulatory issues, reputation management and restructuring. Our professionals, including forensic experts, corporate investigation specialists and technology and e-discovery professionals, are industry leaders experienced in many of the largest e-discovery matters of the past decade.

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