



Legal Process Outsourcing (LPO) at UBS

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Potential LPO Drivers for Corporations

- Cost
- Volume of litigation, employment and regulatory matters
- Technology Selection and Consistency
- Ediscovery Process Partner and Consistency
- Data Management

LPO Capabilities

Standard LPO capabilities

- **Processing:** Ingestion, extraction of system files, de-duplication, indexing, keyword search, data culling, extraction of metadata, extraction of full text, links to native files, formatting for hosted database, password cracking, Bloomberg parsing, voice processing.
- **Hosting:** Host processed data for period of review; after the review, data can be archived and maintained at the vendor for later use, destroyed or returned to UBS;
- **Review:** 1st level review, training, licenses, Internet access, reviewers, background screening of reviewers, overtime on short deadline, privilege logs, coding, facilities (in the UK and US), equipment.
- **Production:** CDs, DVDs, etc. delivered to UBS.
- **Project Management:** Management through all steps in the process.

Additional optional LPO capabilities

- Forensics
- Certification, Testimony
- Scanning
- Mobile Technology (All standard activities can be done onsite at UBS)

Sourcing Process



Step 1

Governance: Decision to formalize use of LPOs; Determination regarding sponsors, participants, etc.

Step 2

(a) Research: Articles, Webinars, Rankings, Vendor Interviews

(b) Ediscovery Model: Determination of how LPO fits into Ediscovery model. **May vary regionally**

Step 3

RFI: Evaluate and select Vendors

Step 4

Negotiate and Execute Agreements, including Risk Review: To avoid conflict issues, need at least two vendors

Step 6

Evaluate and Iterate: Communicate with users; Evaluate Service; Lessons learned, Adjust terms; Continue research;

Step 5

Implementation: Testing, Planning, introduction and training for in-house and outside counsel

Ongoing Considerations

- Interaction with Outside Counsel
- Immature but developing LPO activity in EMEA and APAC
- New Tools
- New Business Models
- Review Location