

eDiscovery Software Category

FALL 2025 Customer Success Report







eDiscovery Software Category

eDiscovery (electronic discovery) software allows you to review and use electronic information and documents during litigation. Corporate legal units and law firms utilize eDiscovery solutions to gather all files and related metadata, filter information that is beyond the law scope, and then assess individual files to decide their relevance to the case. Before this, a subpoena for electronic information is sent to concerned parties, which specifies stipulations like the file types, pertinent content, dates considered, and others.

Many eDiscovery tools integrate with file storage or backup and database platforms to streamline data collection and import processes. They also integrate with case management products that groups this information with all other data related to particular cases.



Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:



CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform



MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions



COMPANY SCORE

- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2025 Customer Success Awards

Check out this list of the highest rated eDiscovery Software based on the FeaturedCustomers Customer Success Report.





























* Companies listed in alphabetical order









ABOUT DISCO



DISCO (NYSE: LAW) provides comprehensive, innovative solutions for modern litigation. They create and service an intuitive, cloud-native platform at the forefront of litigation technology, backed by the partnership of expert professional services and support. Leveraging the latest in AI to help law firms and corporations achieve smarter outcomes faster, their scalable products and tools allow customers to simplify everyday tasks and tackle complex matters at every stage of litigation.

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TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Often we need to progress and complete disclosure exercises as soon as possible, and DISCO's high-speed uploader allows us to begin uploading straight away. We give the client log in details and they begin the upload, meaning their first experience of using the platform demonstrates the speed gains they will later become accustomed to.

EMILY HUNT
SOLICITOR REALE & COMPANY

■ Thanks to DISCO, our client got a fixed fee cap, and the budget conversation was over. Without DISCO Review, it would have chewed up most of my client's litigation budget and kept us from doing the fun parts of litigation. ■

LEADING INTELLECTUAL PROPERTY COMPANY

■ The DISCO team was responsive, helpful, and patient. We enjoyed getting to share the Ediscovery and Case Builder technologies with our colleagues – it was great to show off what DISCO empowers us to do. We were all very impressed with the platform and with the support we received. ■

SALLIE WOODELL PARALEGAL, SMYSER KAPLAN & VESELKA, L.L.P.

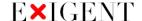
It's honestly a no-brainer to use DISCO Case
Builder. It allowed us to search and compile
depositions in a way we couldn't have otherwise.

ANNA BERMAN PARTNER, KUTAK ROCK LLP

TRUSTED BY

DIAMOND McCARTHY LLP

FITZGERALD KNAIER LLP



BERGER MONTAGUE





ABOUT EVERLAW



Everlaw believes that legal teams deserve cutting-edge technology in their pursuit of justice. Their team of top Silicon Valley engineers is on a mission to replace antiquated, clunky, on-premises software with an integrated, elegant platform for litigating a case from discovery to the courtroom. Everlaw delivers a fresh experience through blink-speed search, an intuitive user interface, real-time collaboration, accessible predictive coding, and robust case-building tools.

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TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

**Everlaw was our document management system of choice. Our client is now able to do what they want to do with no restrictions, and that's a win, especially against a Goliath entity like Apple. **I

JUSTIN LEVINE
ATTORNEY, COLE, SCOTT & KISSANE, P.A.

**We've incorporated Everlaw into almost all of our cases. On a firmwide level, we're remarkably more efficient. **

GARRISON GIALI LITIGATION PARALEGAL, BIENERT KATZMAN LITTRELL WILLIAMS LI P **Everlaw combines the best of traditional AI with the strengths of GenAI. Top to bottom, Everlaw software, support, and training materials are incredible.

JULIE BROWN
DIRECTOR OF PRACTICE TECHNOLOGY, VORYS

I trust Everlaw to solve our biggest ediscovery problems. It's cost-effective and truly easy.

STEVE BERMAN
MANAGING PARTNER, HAGENS BERMAN















ABOUT EXTERRO

exterro

Exterro delivers the industry's only workflow-driven e-discovery software suite. Positioned as a leader in Gartner's 2013 Magic Quadrant for E-Discovery Software, the company's growth is fueled by a high demand for their enterprise-class solution that delivers process automation across the full EDRM spectrum. Built on an open architecture platform, Exterro Fusion integrates with existing IT, HR and EDRM systems to deliver complete visibility into all critical data, as well as the flexibility to scale beyond e-discovery to encompass larger legal, compliance and information governance initiatives...

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TOTAL CUSTOMER REFERENCES



FEATURED TESTIMONIALS

**As a company that innovates, Juniper wants to keep control of their data as much as they can, for security, defensibility, and affordability. Using systems that automate that process, coupled with the latest user-friendly tools and technologically savvy attorneys, Juniper found that e-discovery rapidly moved from the forensic realm to the project management realm.

CHRISTOPHER SITTER

HEAD OF GLOBAL E-DISCOVERY & DIGITAL FORENSICS, IUNIPER NETWORKS

With the ACC Vendor Risk Service platform, I feel confident in Plaza's compliance, ability to monitor, and safeguard itself from the risks associated with third parties.

SCOTT LAUGHLIN
CORPORATE COUNSEL/CHIEF INFORMATION SECURITY
OFFICER, PLAZA HOME MORTGAGE

■ A lot of our data demands additional security requirements. We're not unique in that. For instance, we have criminal justice and human services data that needs to be kept secure by law. So every time we engage a software provider, particularly one that lives up in the cloud, we have to make sure that their products meet our security requirements. ■

GEOFFREY KLINGSPORN

SENIOR ASSISTANT CITY ATTORNEY, CITY AND COUNTY OF DENVER

If think the biggest thing we've been able to see is just the ease with which we can receive responses, which allows us to move forward on agreements at a faster pace.

JUAN CARLOS GONZALEZ
SECURITY COMPLIANCE MANAGER, PLURALSIGHT

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American Airlines 🔪









ABOUT NUIX



Nuix was built to understand the DNA of data at enormous scale. Armed and ready, their software pinpoints the most relevant information agencies need to anticipate and act on government investigative, eDiscovery, cybersecurity, risk and compliance challenges. At Nuix, they always keep an eye on the future, continually innovating to solve the complex challenges U.S. Government agencies face today and to help you anticipate what's next.

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VIEW ALL REFERENCES

FEATURED TESTIMONIALS

■ The Nuix Neo Data Privacy solution was customized for the FOI process, giving the government department a robust, repeatable and automated workflows. With an intuitive interface Nuix Neo Data Privacy for FOI was not only customized for FOI requests, but instantly useable. ■

FRAN CORBY

HEAD OF GOVERNMENT, SALES, AUSTRALIA & NEW ZEALAND, BOOKA

If What sets Nuix apart is their flexibility and responsiveness. Their tools adapt seamlessly to our workflows, and their support team ensures we're ready to tackle even the most complex, time-sensitive investigations.

SASCHA UHLIG

II Nuix Neo Data Privacy saved the team between 77 days for a simple FOI request and 420 days for a larger request – having a searchable, clickable, linked table of contents was a real game changer for the FOI team.

VIKAS PANDIT

PRINCIPLE TECHNOLOGY AND SECURITY CONSULTANT

Nuix was absolutely crucial to the engagement – the sheer volume and number of data sources made for a daunting task in a limited timeline.

JOHN DEL PIERO

VICE PRESIDENT, GLOBAL EDISCOVERY SOLUTIONS,















ABOUT RELATIVITY

中Relativity®

Relativity's e-discovery platform is used to manage large volumes of data and identify key issues during litigation, internal investigations, and compliance projects by more than 180,000 users in 40+ countries around the world. At Relativity, they make software to help users organize data, discover the truth, and act on it. Their platform is used by more than 13,000 organizations around the world to manage large volumes of data and quickly identify key issues during litigation, internal investigations, and compliance operations with SaaS platform RelativityOne and Relativity Trace.

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TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

Relativity helped us solve an urgent, out-of-the-box problem for our client. They came to us looking for paralegals to staff a manual process, but we were able to deliver a simplified, and much more cost-effective solution.

GARY MELHUISH

MANAGER OF LITIGATION SUPPORT SERVICES, BALLARD
SPAHR

Relativity aiR for Review helped us meet a tight deadline with a fraction of the resources. The solution delivered high-quality, cost-effective results and our clients could not be happier.

KEVIN FLYNN
MANAGING DIRECTOR, MORAF

Automated Workflows has revolutionized the way we work. By streamlining processes, boosting efficiency, and freeing up time and resources, we can concentrate on what really counts: delivering exceptional results with ease.

CEYDA TOCSOY

DIRECTOR, EDISCOVERY SERVICES, MILLER THOMSON

Relativity Trace's ability to significantly reduce manual effort allows our compliance team to utilize the time saved to focus on more strategic projects.

CHARISMA STARR

MANAGER OF LEGAL TECHNOLOGY AND EDISCOVERY OPERATIONS, EXELON

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KordaMentha













ABOUT SMARSH



Smarsh® delivers cloud-based comprehensive archiving solutions for the information-driven enterprise. Smarsh's centralized platform provides a unified compliance and e-discovery workflow across the entire range of digital communications, including email, public and enterprise social media, websites, instant messaging and mobile messaging. Founded in 2001, Smarsh helps more than 20,000 organizations meet regulatory compliance, e-discovery and record retention requirements. The company is headquartered in Portland, Oregon with offices in New York City, Atlanta, Boston, Los Angeles and...

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TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

INow that we've grown, our original decision to hamstring a bunch of things together [to address cybersecurity] wasn't working. We had no strong automated way of assuring device passwords were being changed, and although our website and client data was secure, there just wasn't a good way to secure employees' personal devices.

MARK KERWOOD

CHIEF FINANCIAL OFFICER & INVESTMENT STRATEGIST, TRAIL RIDGE WEALTH MANAGEMENT

In the functionality of Smarsh allows for processes to be saved and re-used on a recurring basis, which reduces the time it takes to perform internal reviews and expedites responses to regulatory and third-party inquiries.

MAXWELL R. RICH
DEPUTY GENERAL COUNSEL AND CHIEF COMPLIANCE
OFFICER, REPUBLIC

II [Smarsh] made us more nimble in the fact that we can provide solutions to the field that help them become more operationally efficient. It really comes down to allowing us to be easy to do business with, because Smarsh provides us with that opportunity.

ANN DOHMEN

LEAD PRACTICE MANAGEMENT CONSULTANT AMERITAS

■ We have been very pleased with the Smarsh Web Archive. I've called customer support with questions and they've been awesome.

RHONDA MANVILLE

VICE PRESIDENT OF MARKETING, SEATTLE HUMANE

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KENMAR • OLYMPIA









ABOUT CLOUDNINE



CloudNine is an on-premise and SaaS software company and the eDiscovery industry pioneer behind the only review platform designed to handle traditional as well as text and chat data. Main products are CloudNine Review, CloudNine LAW, CloudNine Concordance and the industry standard .DAT file type. They empower legal, information technology, and business professionals with eDiscovery automation software and professional services that simplify litigation, investigations, and audits for law firms and corporations, and were named Best Emerging Technology (Non-AI) in the Legalweek Leaders in Tech Law Awards 2024...

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TOTAL CUSTOMER REFERENCES



FEATURED TESTIMONIALS

**Backbone of our document imaging and eDiscovery processes.

For 20 years Reliable has trusted and depended on LAW to form the backbone of our document imaging and eDiscovery processes. Built from the ground-up, with the features and flexibility we needed to handle a wide variety of workflows, the product has stood the test of time and is as relevant today as... **II

RICH MOCARSKI
DIRECTOR OF EDISCOVERY & HOSTED SERVICES

**IWe have partnered with CloudNine on several matters and believe this to be the best "ease of use" cloud-based ediscovery tool on the market today. For those looking for alternatives to the "big boys", this platform shines! CloudNine Best of Cloud Providers. **I

MARC ZAMSKY

CHIEF OPERATING OFFICER, COMPLIANCE DISCOVERY SOLUTIONS

**IWe have worked with CloudNine on several cases, and have been quite happy with the service that we have received. Their support staff is responsive, friendly and helpful in assisting me with providing the technical information that my clients need. Their review platform, CloudNine, is robust, easy to use and ideal for a firm like ours where we don't have to buy and support the... **I

KATHERINE GONYEA

SENIOR ASSOCIATE, DOW GOLUB REMELS & BEVERLY, LLP

**IThis software is very user-friendly. Any questions I had or problems I encountered were immediately resolved by the excellent customer service provided. I would highly recommend this product.

DARLENE COWARD
PARALEGAL, MCDOWELL KNIGHT















ABOUT GIMMAL



Gimmal is information governance, simplified. As the market's only end-to-end information governance software platform, Gimmal helps enterprises and government agencies tackle their most complex, mission-critical information governance challenges at scale across the full information lifecycle.

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TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

**IMigrating to Infolinx [now Gimmal Physical] from OmniRim was like going from complete darkness to bright light. The steps to complete processes were greatly reduced, the system was much faster and more efficient, and the customer service representatives were top rate. Another benefit was that it was fully customizable and we got exactly what we wanted.

BOBBY FRENCH

CUSTOMER AND SYSTEM SPECIALIST, TEXAS LIBRARY & ARCHIVES COMMISSION

■■ Everybody loves Gimmal Physical™. One thing I really like about it is it's customizable for me, and how you made it so simple. We heard about Gimmal through the Texas State Library and Archives Commission. I thought, if it's good for the state, then it must be good for local government, too.

REGGIE SEARLES

RECORDS MANAGEMENT SPECIALIST, TEXAS STATE LIBRARY AND ARCHIVES COMMISSION

II Gimmal Discover™ has been key in helping keep our university's data secure and reduce our exposure to outside and inside threats. University compliance and security requirements continue to evolve and expand. Having a product in our hands to quickly answer these requirements and provide proof of compliance with audit trails is of immeasurable value. I

TIM WILSON

CHIEF INFORMATION OFFICER, POINT PARK UNIVERSITY

**By using Gimmal Migrate, the team successfully migrated all content, versions, dates, user information, metadata, and folder structures to SharePoint.

STONEBRIDGE COMPANIES















ABOUT REVEAL

reveal

Reveal is a leading Al-powered platform for eDiscovery, document review, legal hold and investigations. The company has a deep history in driving the adoption of legal automation, which is underpinned by its leading processing technology, visual analytics, and artificial intelligence capabilities. Reveal's software combines technology and human guidance to transform structured and unstructured data into actionable insight. They help organizations, including law firms, corporations, government agencies, and intelligence services, uncover more useful information faster by providing a world-class user experience and Al technology that is embedded within...

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TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

We get more records requests than any other state agency, besides the state police. It's a very high volume. So having the right tool is critical. I honestly don't know how we'd do it if we didn't have a program like this to help us review all of those emails.

SHAWN WILLAMS
DIRECTOR OF PUBLIC RECORDS, CITY OF BOSTON

What really impressed me was that StoryEngine was able to accurately predict the responsiveness of documents 90% of the time after 2,000 documents were coded, while its next closest competitor was only able to hit 50% accuracy at that point.

LIA MAJID
CHIEF EXECUTIVE OFFICER, ACORN LEGAL SOLUTIONS

In This was one of the largest and most time-sensitive projects we've executed. Reveal's tools gave us the control, scalability, and intelligence we needed to push beyond what's humanly possible—delivering a truly defensible and exhaustive review.

SENIOR PROJECT LEAD

PREMIER LEGAL TECHNOLOGIES

**By integrating and leveraging the individual strengths of the tools in Brainspace, we were able to limit review to only .1% of the original data population while satisfying our obligation to the internal auditor. **I

LARGE FINANCIAL SERVICES COMPANY

TRUSTED BY



CITY of BOSTON



BENlabs

epiq









ABOUT ICONECT



iCONECT software has been selected for use in some of the world's largest high-profile projects such as the ENRON investigation, BP-Oil spill, NASA-Columbia Return to Flight, FDIC-900+ Banking Investigations and most recently the creation of a public access archive for the 30,000 JFK document and audio files released by the CIA.

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TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

■■ Bombardier settled a long-running dispute over the purchase price paid in its acquisition of the Adtranz rail car division for \$300 million less than it was seeking. Claims that the German manufacturer had vastly overstated the value of the Adtranz division - in a purchase that had briefly vaulted Bombardier to the #1 global train-making spot - were filed at the Paris-based International Chamber of Commerce in 2001. With the settlement, the parties had finalized what turned out to be a \$1.1 billion deal. ■■

BOMBARDIER

**IiCONECT's ability to accurately extract metadata and all forms of text (handwriting included) powers the features within the platform that leverage Al and ML to effectively configure intelligent workflows with a human-centered design. Our customers span industries and organizational roles, and iCONECT has been a difference maker in improving measurable performance.

JOSH HEWITT
CHIEF OPERATING OFFICER, HLP INTEGRATION

■■ Federal energy regulators investigation of Enron to review that the bankrupt power-trader had used "deceit" and "false information" in an attempt to profit from California's troubled electricity market. In addition to probing three Enron subsidiaries for possible misconduct during the California crisis in 2000 and 2001, the Federal Energy Regulatory Commission investigated two out-of-state electric utilities that did business with Enron. ■

FEDERAL ENERGY REGULATORY COMMISSION

•• End user ease of use. There is no learning curve for users. The software is still being improved. Rubs on simple affordable hardware.

GAVIN
OWNER AVANSIC

TRUSTED BY

BOMBARDIER







HAYNES BOONE





ABOUT INTRADYN



Intradyn's archiving solution has undergone quite the evolution over the years – in part because of the consistent feedback from their customers, but also because of how the ever-changing regulatory compliance landscape has challenged them to continually improve their product.

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TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

We were previously using Outlook® to archive email, and then we had an onsite backup appliance that would replicate the info and send it off-site nightly to two different sites: one on the East Coast, one on the West Coast.

THOMAS MOHAGEN
OFFICE ADMINISTRATOR, TAX I AW OFFICE

It's amazing, but we actually accomplished full email compliance with this single device in less than 10 minutes.

CHRISTOPHER FERSKI
IT DIRECTOR, LAZARD MIDDLE MARKET

Confidence is crucial when it comes to email archiving. Knowing that your archiver is capable of searching and capturing all of the information you need it to is imperative.

TIM GROSS

SERVER & DATABASE ADMINISTRATOR, CLACKAMAS EDUCATION SERVICE DISTRICT

We looked at balancing our budget with the best product available. It was clearly the best choice.

CRAIG NELSON

DIRECTOR OF INFORMATION TECHNOLOGIES, MCLEAN COUNTY

















ABOUT LEXBE



Lexbe is an Austin, TX based eDiscovery software and services provider. At Lexbe, they develop and implement technology that helps small and medium-size law firms, corporations, and organizations cost-effectively manage increasingly data intensive litigation document management and discovery. They do this via their web-based document review software, Lexbe eDiscovery Platform, high speed ESI processing and conversion services, and a team of experienced technical specialists and expert

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Finally a great way to DIY e-discovery! Being able to control my own database! I can upload my documents when I need them and don't have to wait on a vendor. Lexbe is very easy to use and is much quicker than other databases I have used. It has the exact right amount of options and not a bunch of extras I don't need. The price is great too. 🗾

REBECCA JOHNSON

■■ We evaluated several different eDiscovery solutions and most were very expensive, but Lexbe had all the features we needed, was an excellent fit, and offered at a competitive price. We have been very happy with it.

AMY TABOR ATTORNEY, CADDELL & CHAPMAN Affordability of an eDiscovery solution is an important issue for many of our clients. We found Lexbe to be an excellent value, providing the features our clients need at a good value. Lexbe is easy-to-use, requires little training, and because it is cloud-based it is accessible by all parties from any location.

JEFF MITCHELL

■■ We selected Lexbe because we liked their flexible pricing plans and intuitive interface. Using their cloud-based system we find our costs to be more predictable and affordable.

VALDI LICUL

TRUSTED BY









The Brodsky Law Firm, PL





ABOUT NEXTPOINT



Nextpoint provides powerful, on-demand ediscovery and trial prep software that is designed to sync with the way legal teams work – from partners to paralegals – for any size firm or any size matter. Founded in Chicago in 2001, Nextpoint's mission is to simplify and bring order to the litigation process by building powerful, easy-to-use, affordable technology solutions for law firms and legal departments of all sizes.

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TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

**I rely on Nextpoint to deliver world-class technology without the overhead and costs you normally expect from litigation software. This is a competitive market, and the Nextpoint platform helps us deliver the highest level of service for a fraction of the cost. **I

JASON MOLDER

In [The Nextpoint coding panel is] really fantastic. It saved our lives and enabled us to take on bigger cases without missing a beat and worrying about expensive ediscovery.

ASHISH MAHENDRU MAHENDRU P.C. ■ The software is very user-friendly. I came from a big firm and worked with sophisticated software in the past. Nextpoint is an improved version of any document review software I have experienced. ■

NITHYA MATHAI
WAI TZ PAI MER & DAWSON

**ITruly, [working with Nextpoint] was the only way that I could deal with this case. There's no way that I could have managed the data otherwise. **I

LAUREN HANDEL
HANDEL FOOD LAW









