

eDiscovery Software Category

WINTER 2022
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.

2022 Customer Success Awards

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



DISCO Everlaw exterro

nuix onna Relativity

smarsh



cloudnine logikcul Zapproved



INTRADYN Email Archiving & eDiscovery lexibeSM NEXTPPOINT

* Companies listed in alphabetical order



2022

**EDISCOVERY
SOFTWARE**

MARKET LEADER





ABOUT DISCO



DISCO is reinventing legal technology to automate and simplify complex and error-prone tasks that distract from practicing law. DISCO has been embraced by more than 400 law firms, including 50 of the top AmLaw 200, as their first choice for innovative technologies that enhance the practice of law to help secure justice and win cases.

112

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“DISCO Case Builder has been invaluable for our cases. It helps us remove manual, paper-based processes, organize depositions and video assets, and streamline collaboration. DISCO has created an intuitive solution that empowers our legal team to work faster and smarter to help our clients win.”

KATE CHARONKO
PARTNER, BAILEY & GLASSER

“The best thing about DISCO Ediscovery is how user-friendly it is, for all levels of users. I can train the most anti-tech person and have them reviewing and tagging documents in 10 minutes (and loving it).”

EVE RASHBY
SENIOR PARALEGAL, TOUSLEY BRAIN STEPHENS PLLC

“DISCO Ediscovery has decreased total cost and made pricing more predictable. DISCO Ediscovery is far easier to use, more efficient, and faster.”

BILL PATTERSON
ESQ. PARTNER, SWANSON MARTIN & BELL LLP

“DISCO's discovery software simply makes life easier. We can drag-and-drop documents into the system, quickly search, review, and respond rapidly to discovery requests.”

ANGIE ALCORN
PARALEGAL, MULTNOMAH COUNTY

TRUSTED BY



LITCHFIELD
ATTORNEYS AT LAW CAVO^{LLP}

LOCKRIDGE
GRINDAL
NAUEN
P.L.L.C.





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.

72

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“All the attorneys I know should use Everlaw because it'll change their lives. The future of review is in the cloud. [Everlaw is] a unique new model that allows for a firm of any size to have the full tools and resources of any firm.”

AUSTIN WOODS
MANAGING PARTNER, GRANT WOODS LAW

“Everlaw is future-facing. Everlaw is not about making an online platform seem like physical document review, but unlocking capabilities that couldn't have existed before. It gives us a peek into what lawyering could look like in the future.”

KATIE JONES
SENIOR ASSOCIATE, SHER EDLING LLP

“Everlaw is the rare technology product that is so intuitive and effective that it is a joy to use it. The new StoryBuilder function builds on its already robust search and sorting capabilities to allow us to put our case together even more efficiently.”

BRENT JOHNSON
PARTNER, COHEN MILSTEIN

“We loved how Everlaw was much more intuitive, practical, and flexible to use. When we need help, we find the free support resources are excellent and always up to date.”

MORGAN CHURMA
LITIGATION ASSOCIATE, SCHARF BANKS MARMOR LLC

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LLW
LEWIS
LONGMAN
WALKER





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...

74

TOTAL CUSTOMER REFERENCES

**VIEW ALL
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,
JUNIPER NETWORKS

“At NightOwl Discovery, we are consistently looking at advanced technologies to help our clients meet their discovery, compliance, investigations and data analytics objectives. The use of the Deep Learning AI technology like that seen in Exterro's Smart Labeling is a great way for us to optimize the document review process for our clients.”

KELLY ATHERTON
ESQ., DIRECTOR – ANALYTICS & MANAGED REVIEW,
NIGHTOWL DISCOVERY

“When looking for a partner who is going to help you achieve a goal it's very important that you have confidence in that partner and that they are going to be with you throughout the whole journey. It's not a simple sales cycle where after the deal is done, they are move on. I really felt with Exterro, and the client success team in particular, that we were going to have that relationship.”

DAVID YERICH
DIRECTOR OF E-DISCOVERY, UNITEDHEALTHCARE

“The transition to Exterro's Legal Hold 5.0 was a breeze. The interface is so intuitive, even people that have previously been intimidated by technology easily taught themselves how to use the system.”

BETH KING
SENIOR LITIGATION PARALEGAL, VESTAS WIND SYSTEMS

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HSBC



AMERICAN
EXPRESS

UnitedHealthcare®



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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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Whatever we’ve done, Nuix has given us their full support and we’ve always had an open channel to their engineers and experts. We’ve built a good trust relationship and Nuix has always been open to working with us the way that suits our needs best.”

NIGEL JEFFRIES
FORMER HIGH TECH CRIME UNIT DETECTIVES,
VODAFONE

“I regularly train lawyers on review platforms; they see an awful lot of review tools and can find it a challenging part of their role, but the feedback on Nuix Web Review & Analytics has been extremely positive.”

LAWRIE HALL
HEAD OF CIVIL LITIGATION AND DISCLOSURE, CYFOR

“We keep finding new ways to do things faster and smarter with Nuix. Every time we’ve invested in Nuix software, it has paid for itself before the year is out.”

BOB LEWIS
GLOBAL HEAD OF CYBER FORENSICS AND EDISCOVERY,
BARCLAYS

“Nuix can grow with us and easily integrate with other systems and workflows. Everything is audited and repeatable, which makes it an ideal investigative tool in our line of work.”

FORENSICS TEAM LEADER
NATIONAL CRIME AGENCY (NCA)

TRUSTED BY





ABOUT ONNA



For organizations, knowledge is power. Onna accelerates the discovery of knowledge, enabling businesses to gain valuable insights from the ever-growing amount of fragmented information that exists across the vast number of collaboration, communication and content applications. By connecting information silos, organizations can unify, protect, search, and build on top of their proprietary knowledge. With Onna, organizations save time and money, reduce risk, and use knowledge to be more competitive. Onna's Knowledge Integration Platform connects to Slack, Microsoft 365, Google...

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TOTAL CUSTOMER REFERENCES

[VIEW ALL
REFERENCES](#)

FEATURED TESTIMONIALS

"In the past, we would rely on manual exports from the cloud software's interface, which usually took considerable hours that we would bill to the client hourly. With Onna, we have more predictive costs and can offer the client better estimates."

JOE POCHRON
PRESIDENT OF FORENSIC TECHNOLOGY AND
CONSULTING, TRANSPERFECT LEGAL SOLUTIONS

"We love how Onna uses AI to help us improve information search across multiple platforms."

LEV FINKELSTEIN
VICE PRESIDENT OF CORPORATE FINANCE & STRATEGY,
DROPBOX

"By implementing Onna, we cut costs by \$50-60k per collection and got access to our data in real-time."

WENDY WEBER
SENIOR PARALEGAL FOR EMPLOYMENT, DROPBOX

"Onna is the most robust, modern, easy-to-use eDiscovery product we've evaluated."

JASON SPINELL
DIRECTOR, SLACK

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 better.com



 Dropbox

 box



ABOUT 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.

225

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“The extensibility of Relativity allowed KrollDiscovery to seamlessly integrate our proprietary nearline technology right into the solution. Users benefit from the simplicity of viewing and working with nearline sets and documents right within the Nearline Tab, and the flexibility to transition data in and out of nearline with ease.”

ERIC ZIMMERMAN
DIRECTOR OF CLIENT SERVICES, KRLDISCOVERY

“A linear review would have been disproportionate based on the facts that were being presented, and we wanted to think of a way to conduct disclosure, while keeping everyone happy. Relativity was a logical fit for our approach, as it has established itself as the go-to e-discovery application in the UK.”

STEVEN ENGLAND
SENIOR E-DISCOVERY ADVISOR, MILLNET

“Analytics and visualizations in Relativity make our ECA process much more effective. The dashboards provide a quick, user-friendly view of our data, allowing us to act faster on the relevant issues.”

CAROLINE POLLARD
MANAGER OF EDISCOVERY SERVICES, BALLARD SPAHR

“Assisted Review helped us quickly identify relevant documents and categorize hot documents that needed immediate attention. It provided immense value in an incredibly short period of time.”

ALEX JACOBS
SENIOR DISCOVERY CONSULTANT, INVENTUS

Bird & Bird



TRUSTED BY

**JONES
WALKER**

DS
iDiscovery Solutions

**WOMBLE
BOND
DICKINSON**



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

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“We were looking for a company with a great reputation and a breadth of adoption. Smarsh was listed by far more people than any other vendor, and the people who were using it had good things to say. That made it fairly easy to decide on a provider.”

WALTER WILSON
EXECUTIVE VICE PRESIDENT OF OPERATIONS, LUCIEN,
STIRLING & GRAY ADVISORY GROUP

“We needed a partner who could meet all our current and future archiving needs, as well as give us excellent service and support. Smarsh very quickly rose to the top of that list.”

MELISSA HABERSTICH
SURVEILLANCE AND REPORTING COMPLIANCE
MANAGER, CUNA BROKERAGE SERVICES

“The Smarsh Archiving Platform enhances our ability to perform searches and find what we need across email and social media, so it acts as both an e-discovery and compliance tool.”

GEOFFREY MOORE
VP OF INFORMATION TECHNOLOGY, VALMARK

“We selected Smarsh for the functionality provided, ease of use and commitment to support.”

DOREEN GRIFFITH
EXECUTIVE VICE PRESIDENT AND CHIEF INFORMATION
OFFICER, SECURITIES AMERICA

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2022

**EDISCOVERY
SOFTWARE**

TOP PERFORMER





ABOUT CLOUDNINE



CloudNine is a technology and services company with expertise in simplifying the data discovery process. CloudNine provides a SaaS-based eDiscovery platform with self-service processing, review, and production for both traditional and modern data that simplifies the litigation process, so you have complete confidence in your data,

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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“As an adjunct professor at a law school, I needed access to an e-discovery platform so my students could get some hands-on experience. We thought we had secured the software from another vendor but, when at the last minute we found out we wouldn't be able to use it, we contacted CloudNine. Without hesitation, they gave us access to 20 seats. It was a great experience and the software was very easy to use. I would definitely recommend this company both for the quality of its...”

DONNA CHESTEEN
ATTORNEY, THE TECH LAW FIRM, PLLC

“The Rational eDiscovery team has had the privilege of previewing the Data Wrangler application and we look forward to using it to enhance our service. With a fast and complete inventory of collected data, we will be able to quickly promote the most time sensitive mailboxes and folders to processing and review. We have already identified a set of projects and clients who will benefit by adding Data Wrangler to the Rational eDiscovery...”

ROBERT CONLEY
VICE PRESIDENT FORENSICS & STRATEGIC OPERATIONS,
RATIONAL ENTERPRISE

“CloudNine is the least intimidating, scalable and powerful eDiscovery solution going. From their discovery client ingestion engine, through their training and support, the CloudNine platform is helping our organization bring eDiscovery to firms and corporations of all sizes and sophistication levels. Beyond that, they have the heart of a service company but they have a powerful software. It's the best combination going in our space...”

JEFF DREILING
CO-FOUNDER, COMPLETE LEGAL

“CloudNine's automated software is so easy to use from uploading your data directly from their web portal, to easy to use and understand user interface! Love that I can process my data within the tool! Their support team is fantastic and I recommend them highly! CloudNine Relieves eDiscovery Madness Year 'Round!”

KAYLEE WALSTAD
DIRECTOR OF STRATEGIC PARTNERSHIPS, ACEDS

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**SHEARMAN
& STERLING**





ABOUT LOGIKCULL



Logikcull is instant discovery for modern legal teams. Its secure, cloud-based solution helps law firms and organizations of all sizes solve the expensive, complex, and risky challenges associated with eDiscovery, internal investigations, and open records response. With Logikcull, you can start a discovery project in five seconds, from anywhere at any time on any device. Reviewing data is as easy as performing a Google search. And in Logikcull, your data is always secure.

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TOTAL CUSTOMER REFERENCES

[VIEW ALL
REFERENCES](#)

FEATURED TESTIMONIALS

"I would recommend this product to anyone who needs a discovery system, especially small offices who only need a system occasionally. You pay when you use it, and that is great for a solo or small firm and for litigants who are budgeting the cost of litigation."

TABITHA HOCHSCHEID
MEMBER, HOCHSCHEID & ASSOCIATES

"The best part about Logikcull is the ability to really do discovery on a self-serve model. Logikcull helps me reduce cost by being better able to evaluate a case at the front end to determine the best course of action for the most efficient resolution to the matter."

LASZLO KUPAN
GENERAL COUNSEL, J.D. POWER

"With Logikcull, any legal team can have the bandwidth to handle eDiscovery in-house. I'm saving Worley hundreds of thousands of dollars per case by managing the entire process internally thanks to its ease of use and powerful technology."

TAMMY THOMPSON
DIRECTOR OF LITIGATION SERVICES, WORELY

"Logikcull gives our tiny firm leverage to do big firm work. It helps us reliably predict our electronic discovery and investigative costs; and it's incredibly easy to use."

MICHAEL WINGET-HERNANDEZ
PARTNER, WINGET-HERNANDEZ, P.C.

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MAERSK



AMERICAN
ELECTRIC
POWER



J.D. POWER

Newman
+ DuWors



ABOUT ZAPPROVED

Zapproved

Founded in 2008, Zapproved builds ediscovery software designed to help corporate legal and compliance teams reduce costs and mitigate risk. The ZDiscovery platform empowers teams to manage legal holds and collect, process, and review data with ease. We have more than 350 corporate customers, a 99% retention rate, and an unwavering commitment to keeping our customers ridiculously happy. To learn more, visit www.zapproved.com

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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Legal Hold Pro has helped our office better manage our high volume of legal holds while reducing our expenses through improved efficiency. It enables our attorneys, risk managers and records managers to better collaborate and ultimately lowers our risk.”

LINDA MENG
CITY OF PORTLAND

“Legal Hold Pro has dramatically reduced the time that I spend on the preservation process, while providing us a higher degree of responsiveness and defensibility, when called upon to produce.”

BRETT TARR
COUNSEL, LITIGATION & EDISCOVERY, CAESARS
ENTERTAINMENT

“Legal Hold Pro is really easy to use, it saves our legal team time, reduces the risk associated with litigation and regulatory response, and ultimately saves us money.”

TODD WESTERSUND
DIRECTOR, ASM INTERNATIONAL

“The ease of use, reporting, and customer service are second to none.”

ANTHONY LANDROSH
DATA INTEGRITY SUPERVISOR, WINSTON & STRAWN

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WINSTON
& STRAWN
LLP



athenahealth

ASM International



2022

**EDISCOVERY
SOFTWARE**

RISING STAR



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

“The Intradyn team has been open and communicative, setting everything up and ensuring it works properly. They’re supportive without being aggressive and are always looking for ways to improve things and help out.”

STACY MORANG
INTERNET INFRASTRUCTURE AND APPLICATION
ADMINISTRATOR, MAINE STATE LEGISLATURE

“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

“All is working GREAT! Still by far the best email archiver I’ve used to date and all our users love it too which is even more important.”

MICHAEL MIERWINSKI
CHIEF FINANCIAL OFFICER, MID-AMERICA OVERSEAS,
INC.

“The setup could not have been any easier. 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

TRUSTED BY

GOODHUE
COUNTY | MN



Taylor County TEXAS



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 consultants.

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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
JOHNSTON, ALLISON AND HORD

“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
OF COUNSEL, LUKAS, LAFURIA, GUTIERREZ, AND SACHS

“Lexbe is a DIY eDiscovery platform that doesn't require a third party provider — you can simply upload data directly from your desktop instead of having to send the data to an outside party. Then you are off and running.”

KELLY TWIGGER
ESI ATTORNEYS

“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

TRUSTED BY





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.”

JASON MOLDER
OWNER, SWIMMER & MOLDER

“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
WALTZ, PALMER & DAWSON

“I’ve used all the competitors’ products. For the money, Nextpoint cannot be beat. The interface is easy to use and the Nextpoint team is very quick to respond to questions and issues. This is a great product.”

GREGG COLLINS
KERCSMAR & FELTUS PLLC

“[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.

TRUSTED BY

