

# Revenue and Profits on the Rise?

The Fall 2016 eDiscovery Business Confidence Survey



# Survey Overview

The **eDiscovery Business Confidence Survey** is a non-scientific **quarterly** survey designed to provide insight into the business confidence level of individuals working in the eDiscovery ecosystem. The term ‘business’ represents the economic factors that impact the creation, delivery, and consumption of eDiscovery products and services.

## *Nine Multiple Choice Questions*

- Segments
- Functions
- Geography
- Support
- Challenges
- General Climate
- General Climate + Six Months
- Revenue + Six Months
- Profits + Six Months

Survey Source: [ComplexDiscovery.com](http://ComplexDiscovery.com)

## *Survey History*

- Winter 2016 (February 15 - 29) N = 80
- Spring 2016 (May 1 - 31) N = 76
- Summer 2016 (August 1 - 31) N=168
- Fall 2016 (11 October - 1 December) N=113

““As the law and technology of eDiscovery continue to evolve, so does the need to understand the business conditions affecting the delivery of eDiscovery software and services. With the eDiscovery Business Confidence Survey, the industry and the profession have a valuable new resource to obtain insight into how the professionals in industry feel about the business climate for eDiscovery.”

*David Horrigan, E-Discovery Counsel and Legal Content Director, kCura*

# ACEDS Webinar - Survey Commentators

Industry experts sharing and discussing the results of the fall 2016 survey as part of the ACEDS-hosted webinar moderated by Mary Mack.



**Mary Mack | Executive Director | Association of E-Discovery Specialists**

E-discovery pioneer Mary is ACEDS' executive director. Mary Mack is known for her skills in relationship and community building as well as for the depth of her e-discovery knowledge. Mary is the author of *A Process of Illumination: The Practical Guide to Electronic Discovery*, considered by many to be the first popular book on e-discovery. She is the co-editor of the Thomson Reuters West treatise, *eDiscovery for Corporate Counsel*.



**George Socha | Co-Founder of EDRM | Managing Director - BDO**

A Managing Director for BDO, George Socha is the co-founder of EDRM and the president and founder of Socha Consulting LLC. George is an advisor and expert witness who focuses on the full range of eDiscovery activities. His clients include corporations, governmental agencies, legal vertical market software and services providers, investment firms and law firms. Before launching his consulting firm in 2003, George spent 16 years as a litigation attorney in private practice. He received his law degree from Cornell Law School and his undergraduate degree from the University of Wisconsin-Madison.



**Eric Mandel | Chair and President - Legal Technology Professionals Institute (LTPI) | Attorney and Managing Member - Indicium Law**

Eric is the founder and managing member of Indicium Law PLC, a boutique firm focused on navigating clients through the legal, technology, and process issues related to eDiscovery, cyber risk, data privacy and protection, and information governance. As an attorney, legal technologist, and well-recognized industry thought leader, Eric has served on multiple industry policy and standards setting bodies. Currently, Eric is the Chair and President of the LTPI, a trade association representing consumers and providers of legal technology products and services.



**Doug Austin | Vice President of Professional Services | CloudNine**

Doug Austin is the Vice President of Professional Services for CloudNine. At CloudNine, Doug manages professional services consulting projects for CloudNine clients. Overall, Doug has over 25 years of experience providing legal technology consulting, technical project management and software development services to numerous commercial and government clients. Doug has managed projects in all phases of the eDiscovery life cycle.

# ACEDS Webinar - Survey Commentators

Industry experts sharing and discussing the results of the fall 2016 survey as part of the ACEDS-hosted webinar moderated by Mary Mack.



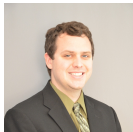
## **David Horrigan | E-Discovery and Legal Content Director | kCura**

David Horrigan is e-discovery counsel and legal content director at kCura. An attorney, law school guest lecturer, award-winning journalist, and former legal technology industry analyst, David has served as counsel at the Entertainment Software Association, reporter and assistant editor at The National Law Journal, and analyst and counsel at 451 Research. A frequent legal media contributor, David has been cited in The American Lawyer, American Public Media, Corporate Counsel, The Wall Street Journal CIO Journal, The Washington Examiner, and others, and he serves on the Data Law Board of Advisors at Cardozo Law School and the Editorial Advisory Board of Legaltech News. He holds a juris doctor from the University of Florida, studied international law at Universiteit Leiden in the Netherlands, and is licensed to practice law in the District of Columbia.



## **Jennifer Johnson | Vice President | Commonwealth Legal - A Division of Ricoh Canada**

As the Vice President of Commonwealth Legal, a division of Ricoh Canada, Jennifer oversees company strategy, operations, client services and overall business results. She is dedicated to designing and implementing differentiating solutions that deliver exceptional value while forwarding the marketplace at the same time. Jennifer has over 15 years of industry experience and an M.A. in Curriculum Design and Organizational Learning and is committed to evolving the eDiscovery landscape from a people, process and technology standpoint. She brings her passion for education and community together to spearhead our signature *Technology in Practice Conference* which provides a unique blend of thought leadership and practical strategies to the community each year. Jennifer's background in consulting and professional services brings deep insight into the business needs of organizations as they strive to enhance their own service capabilities in an evolving marketplace.



## **Zach Warren | Editor-in-Chief - Legaltech News**

Zach Warren is editor-in-chief of Legaltech News, a national magazine from ALM Media. Based out of Minneapolis, Zach covers topics ranging from e-discovery to cybersecurity to legal department operations.

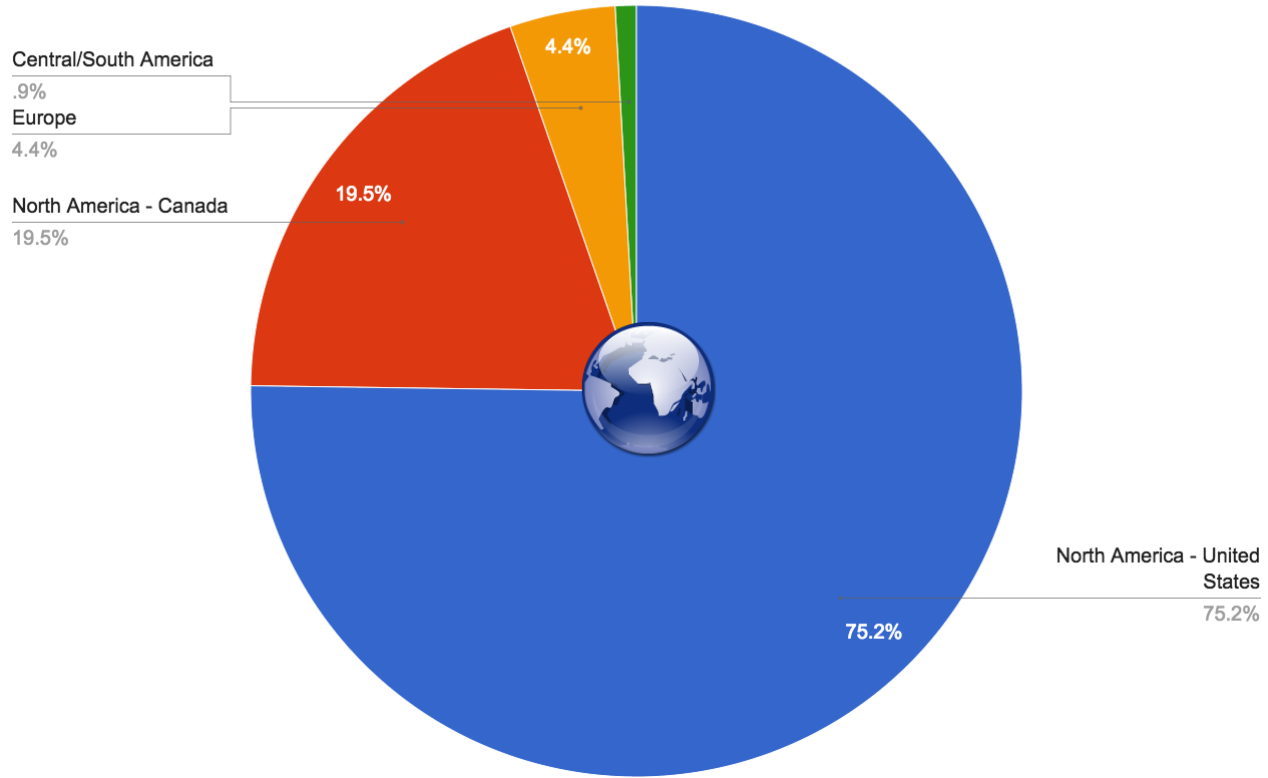


# Fall 2016 Results

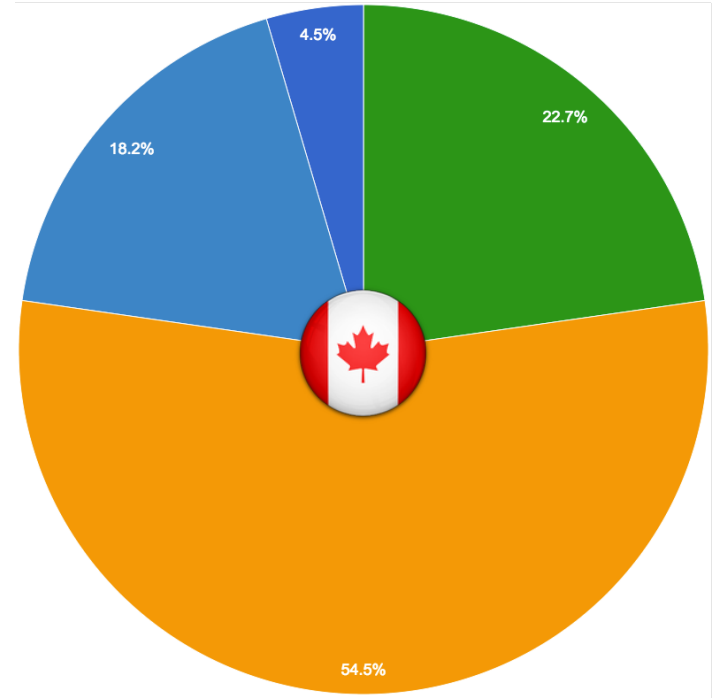
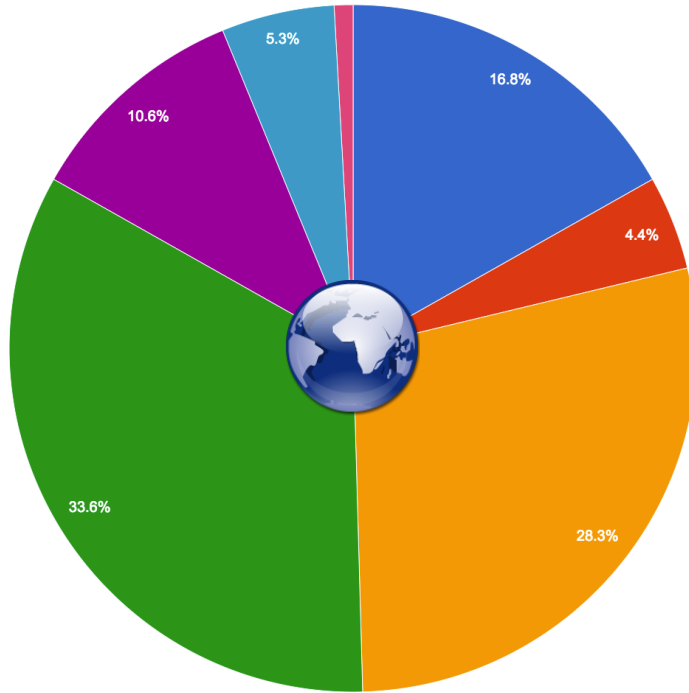
The eDiscovery Business Confidence Survey



# In which geographical region do you primarily conduct eDiscovery?

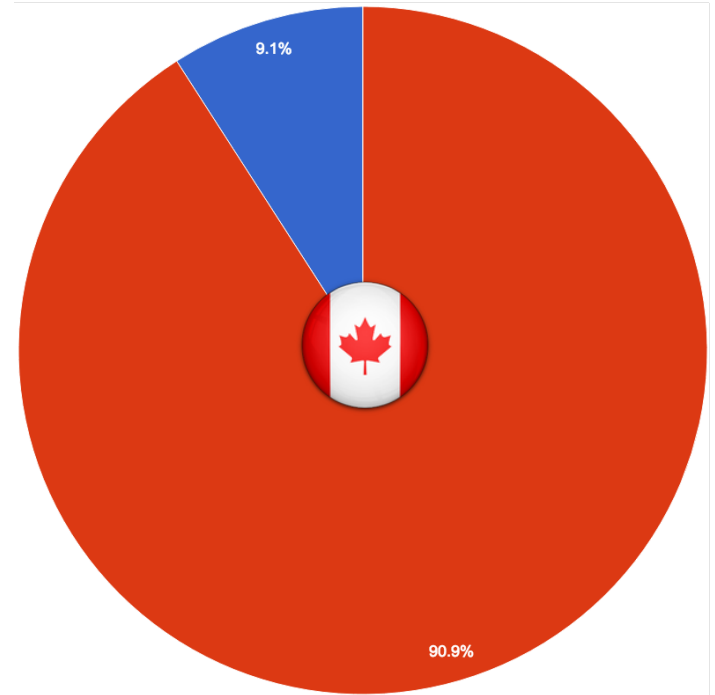
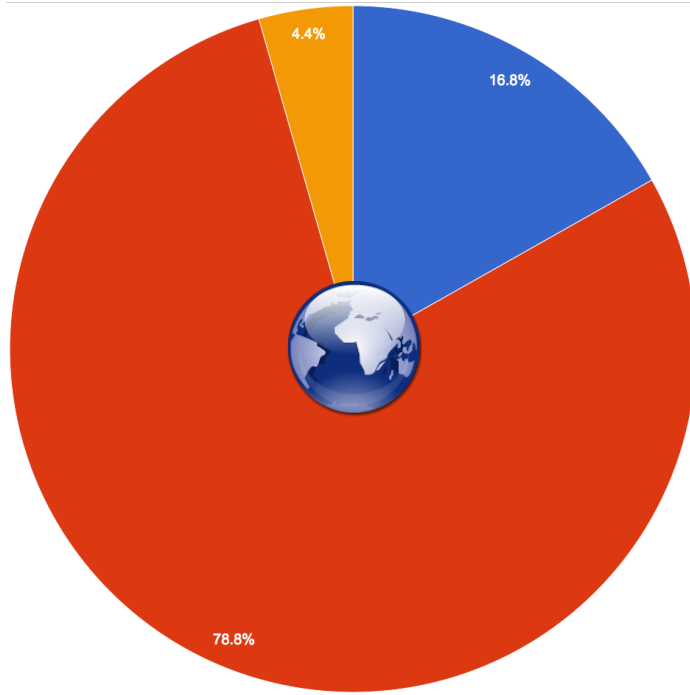


# Which of the following segments best describes your business in eDiscovery?



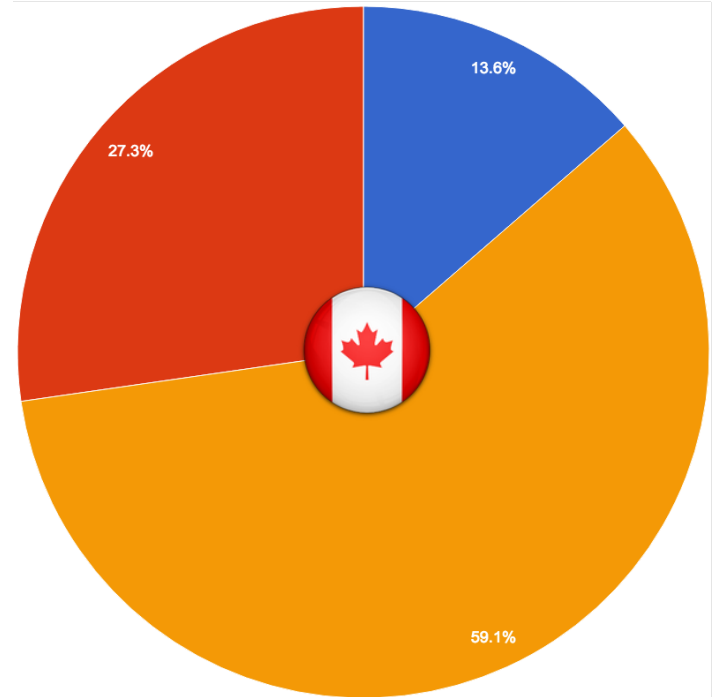
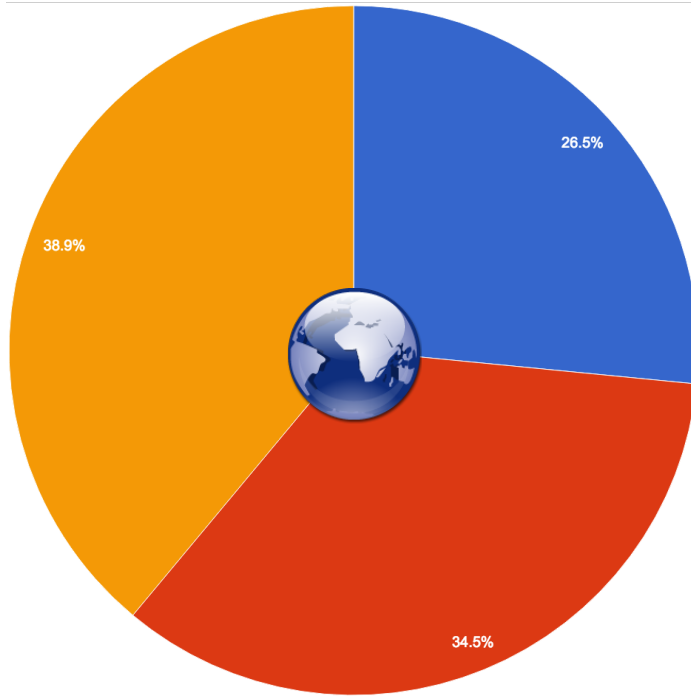
● Consultancy 
 ● Other 
 ● Law Firm 
 ● Software and/or Services Provider 
 ● Corporation 
 ● Governmental Entity 
 ● Media/Research Organization

# What area best describes your primary function?



● Business/Business Support (All Other Business Functions) ● Legal/Litigation Support ● IT/Product Development

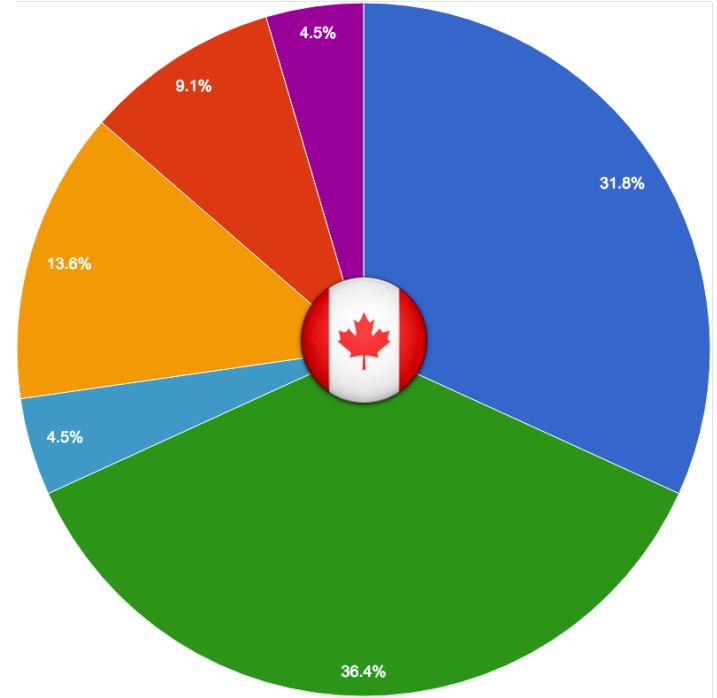
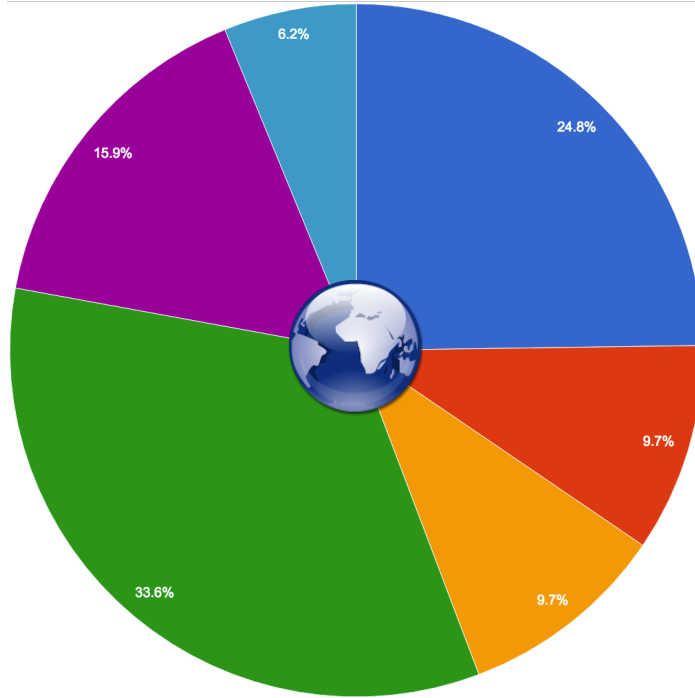
# What best describes the level of support you provide to your organization?



● Executive Leadership   ● Tactical Execution   ● Operational Management

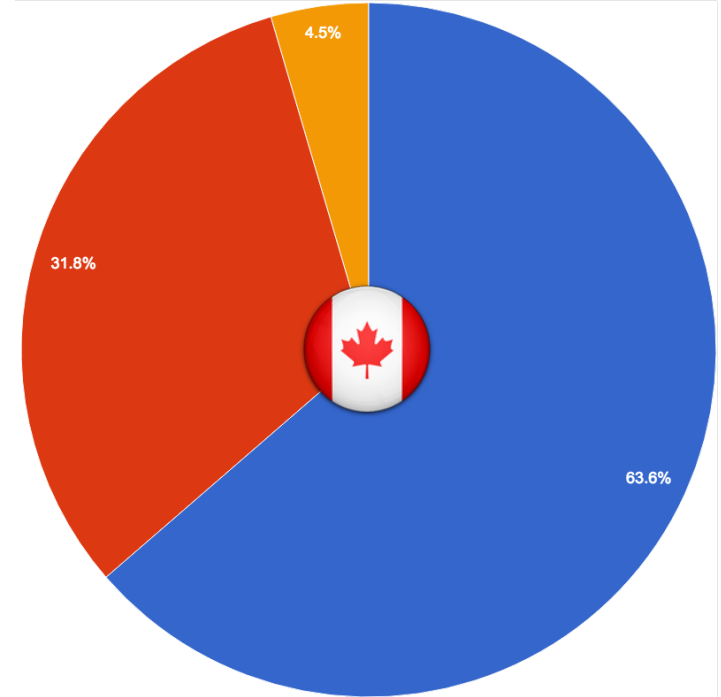
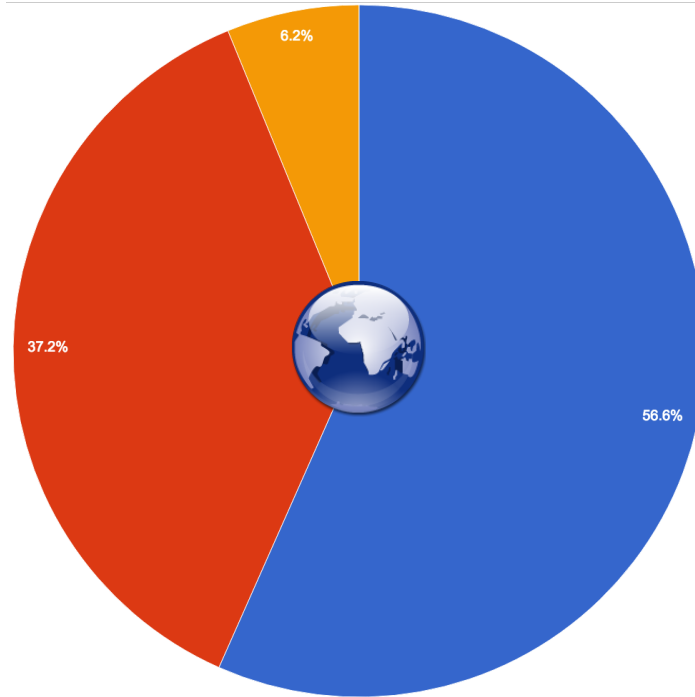


Of the six items presented below, what is the issue that you feel will most impact the business of eDiscovery over the next six months?



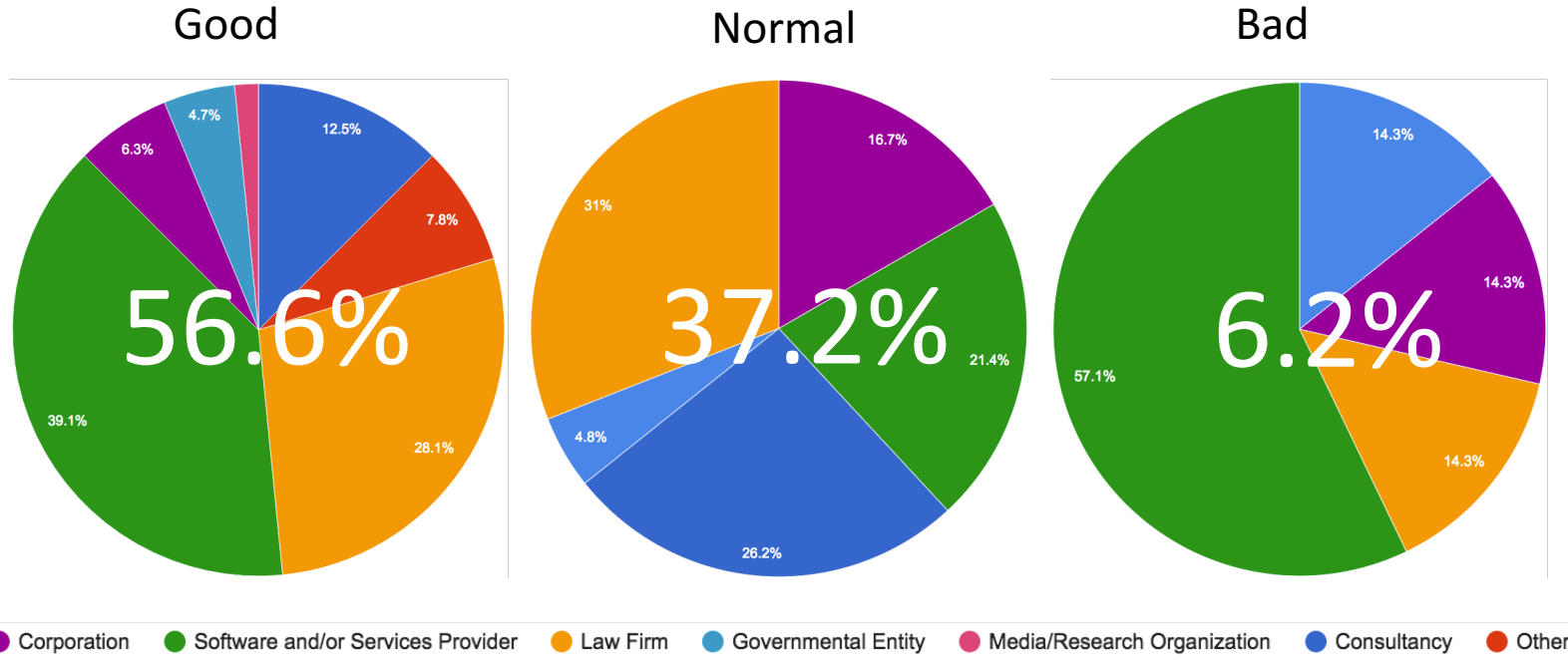
● Budgetary Constraints
 ● Data Security
 ● Lack of Personnel
 ● Increasing Volumes of Data
 ● Increasing Types of Data
 ● Inadequate Technology

# How would you rate the current general business conditions for eDiscovery in your segment?

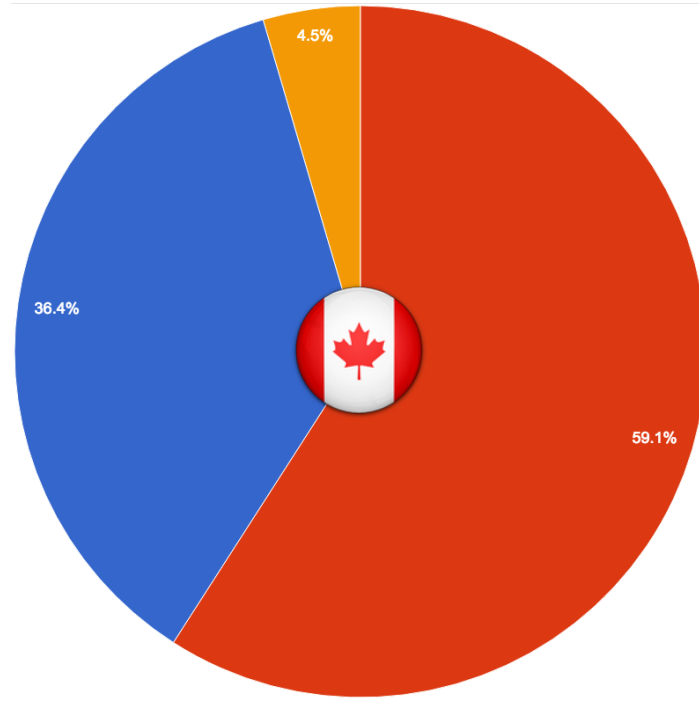
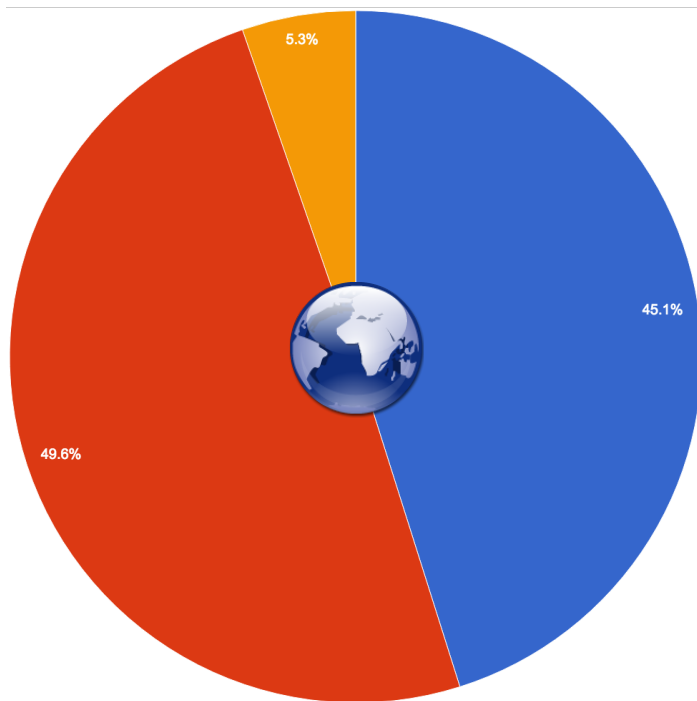


● Good ● Normal ● Bad

# What segments rated the general business conditions as good, normal, or bad?

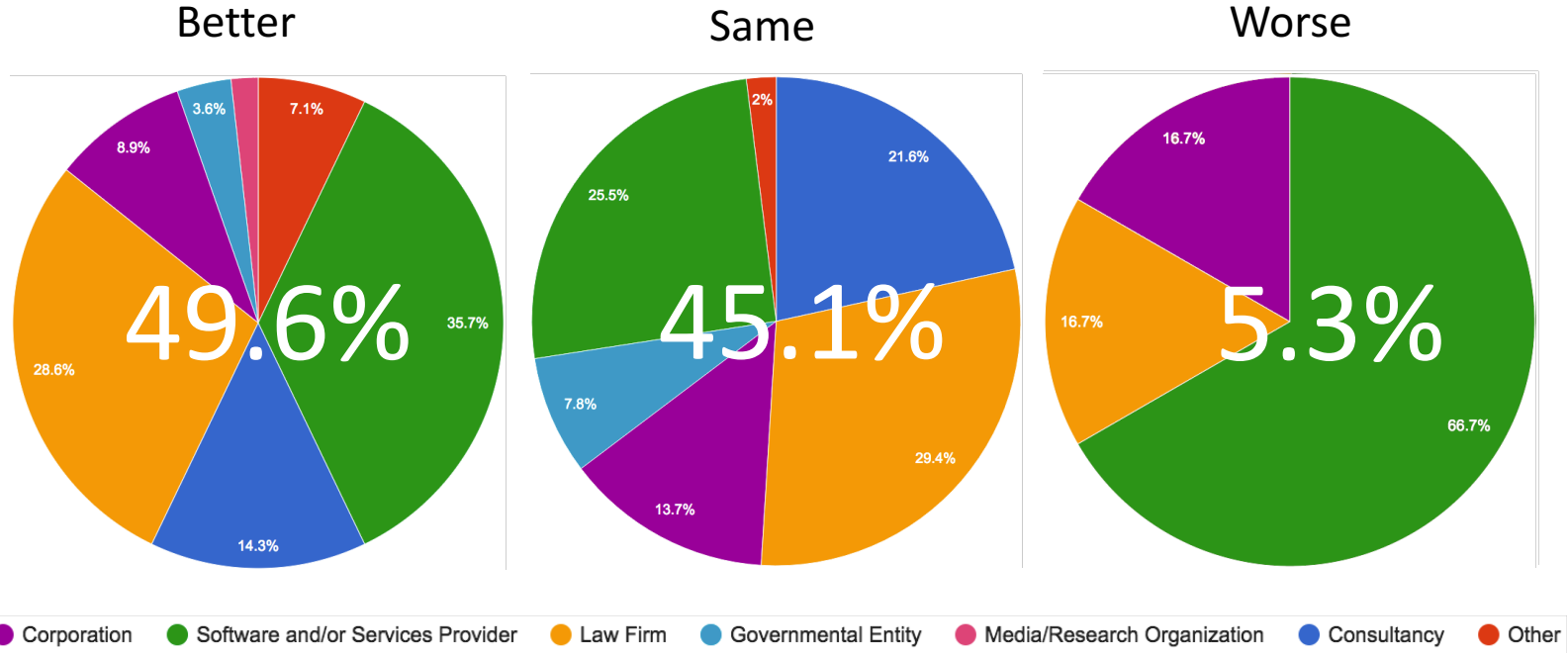


## How do you think business conditions will be in your segment six months from now?



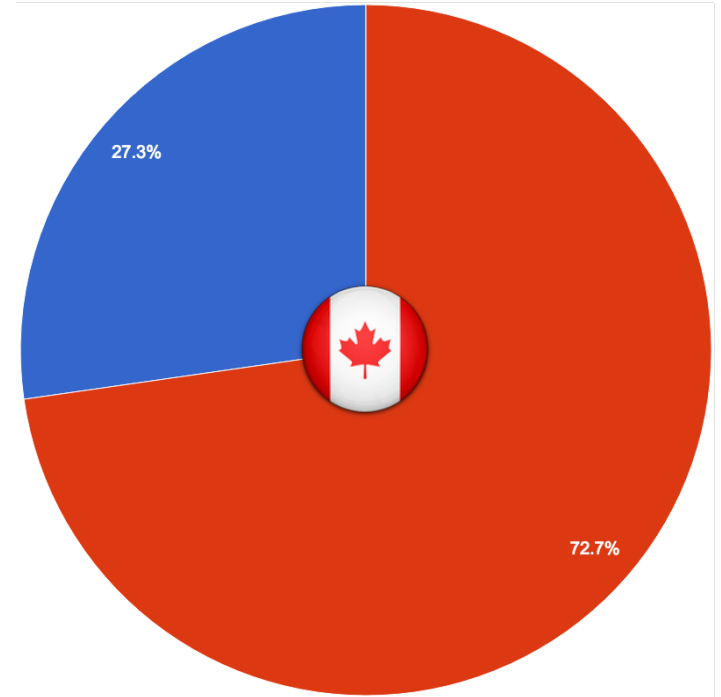
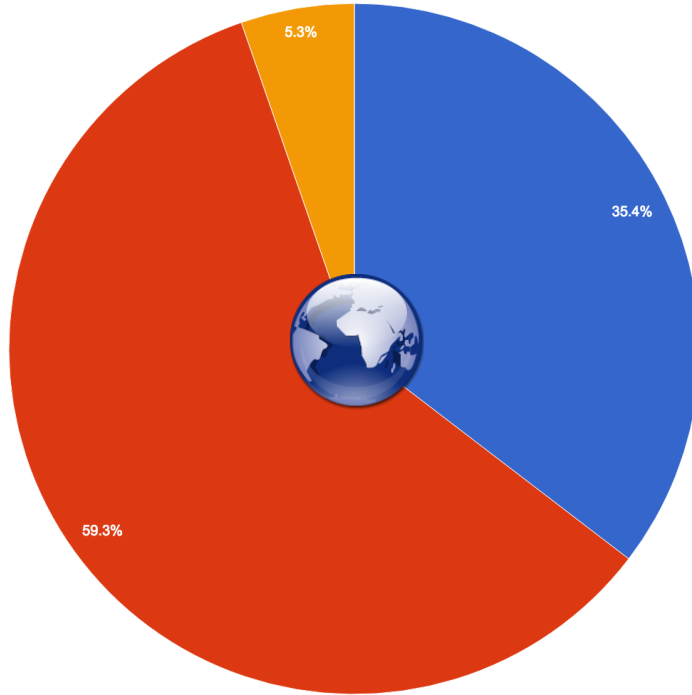
Same Better Worse

# What segments estimate the general business conditions in six months to be better, the same, or worse?



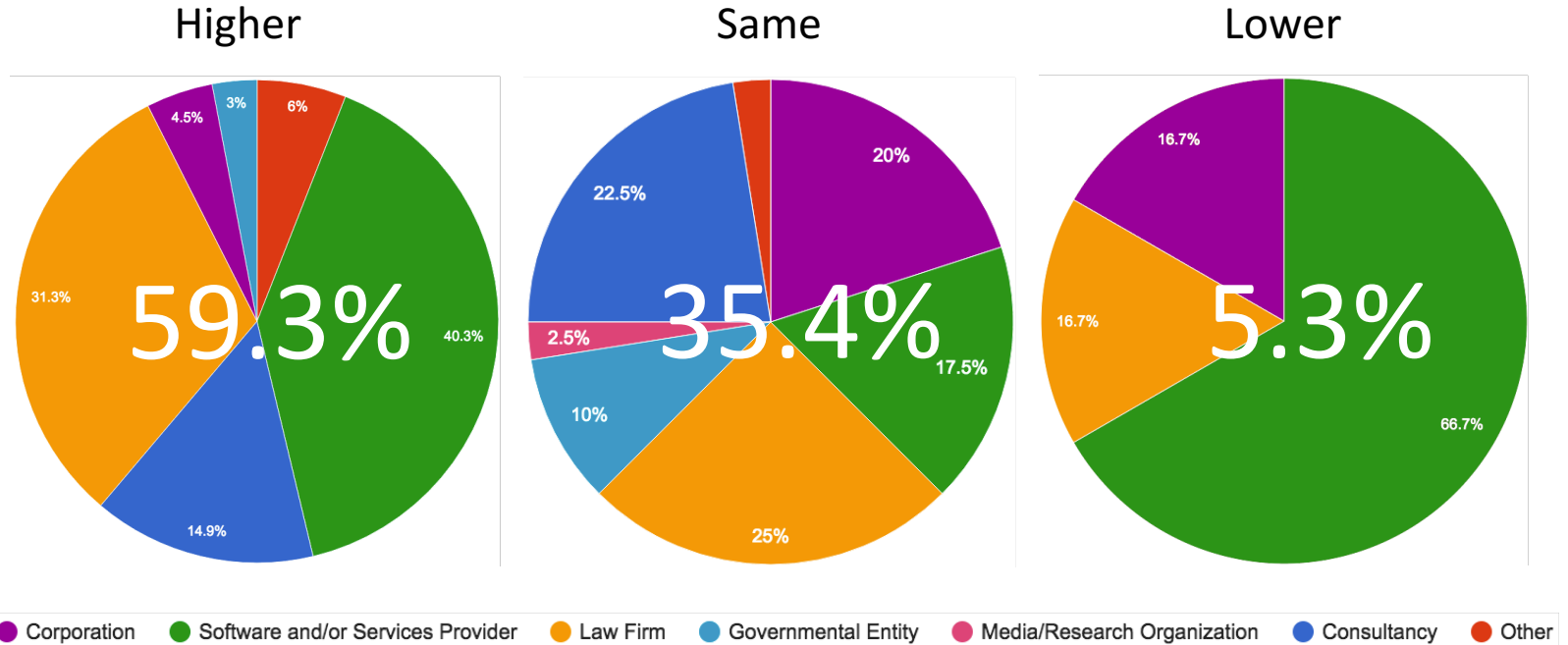


# How would you guess revenue will be in your segment six months from now?

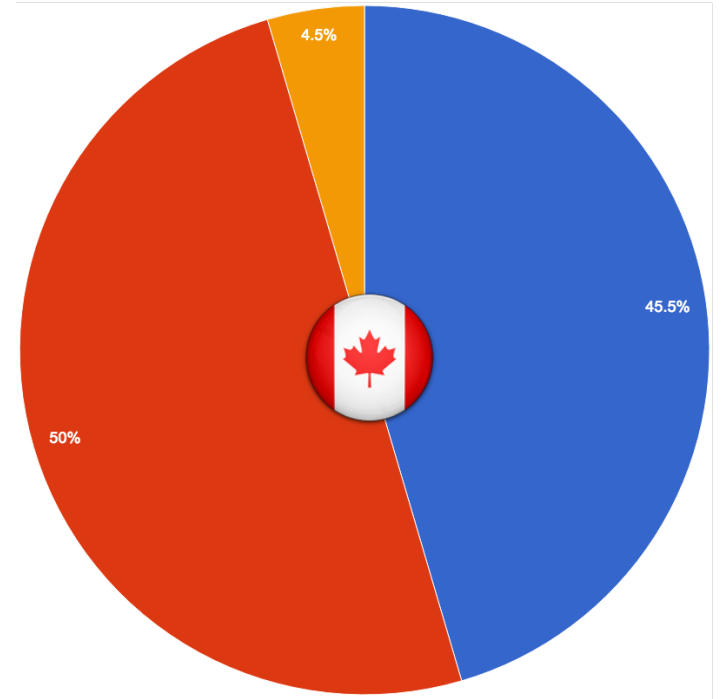
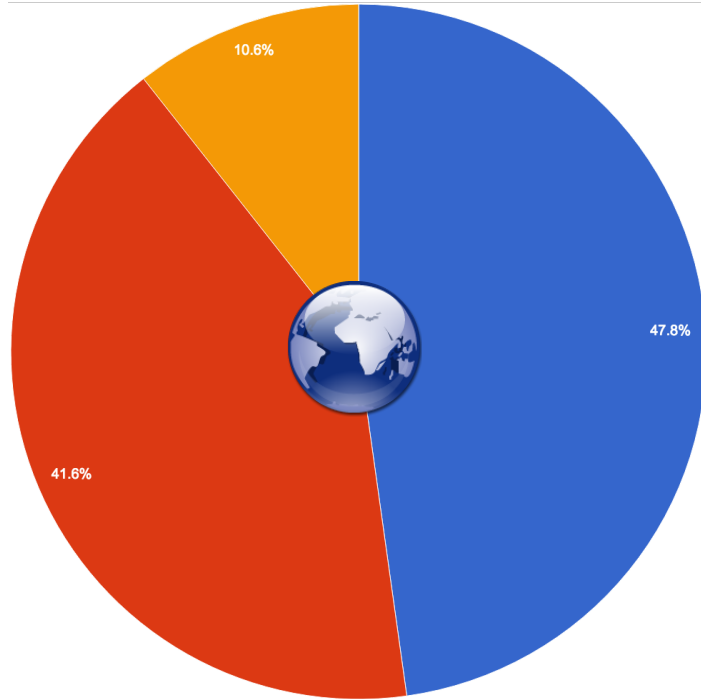


● Same ● Higher ● Lower

# What segments estimate revenue to be higher, the same, or lower six months from now?

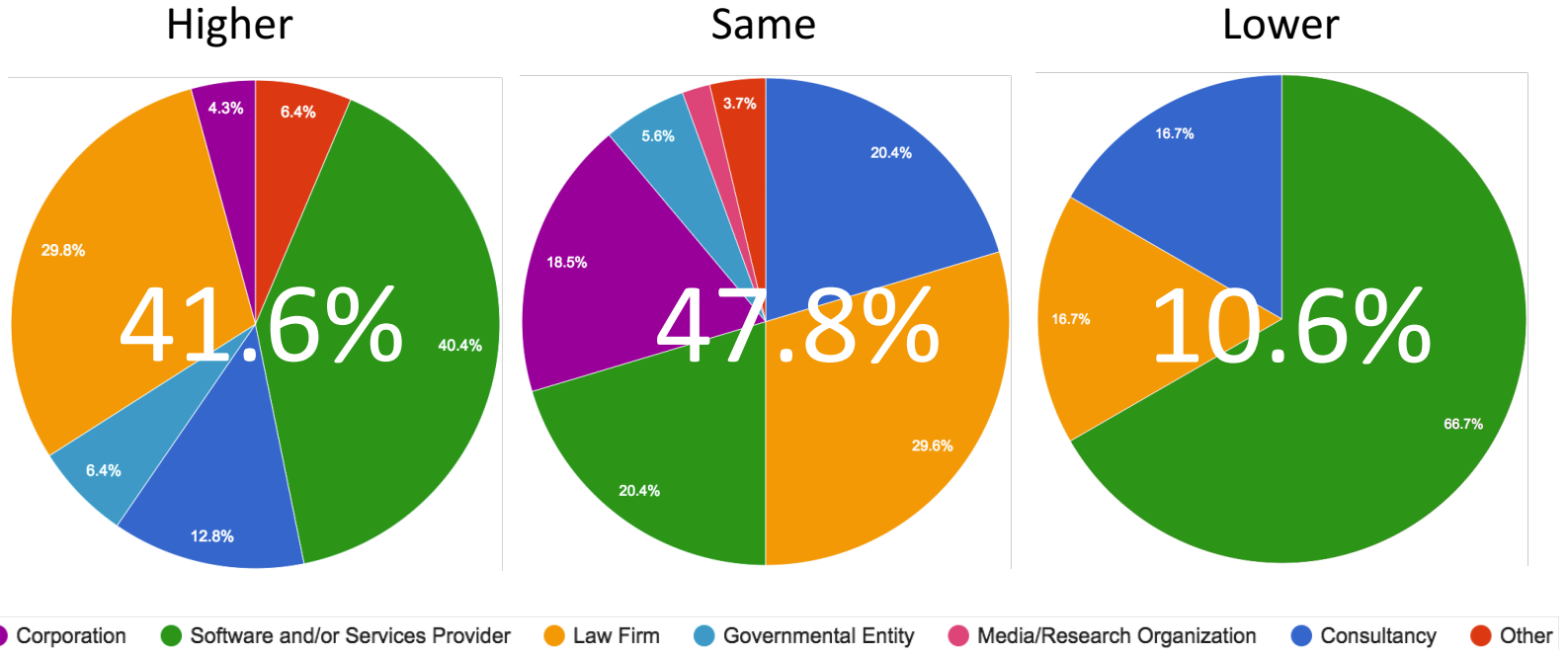


# How would you guess profits will be in your segment six months from now?



● Same ● Higher ● Lower

# What segments estimate profits to be higher, the same, or lower six months from now?



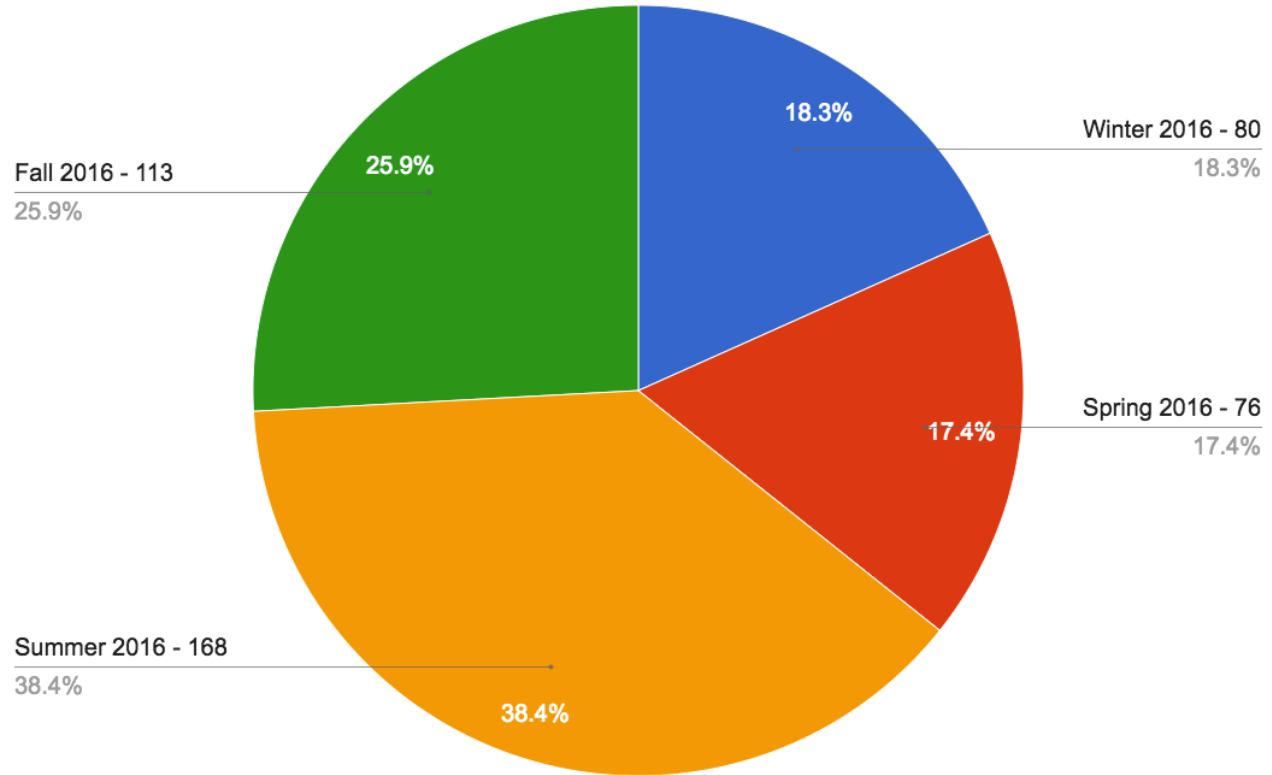
# Survey Trends

The eDiscovery Business Confidence Survey

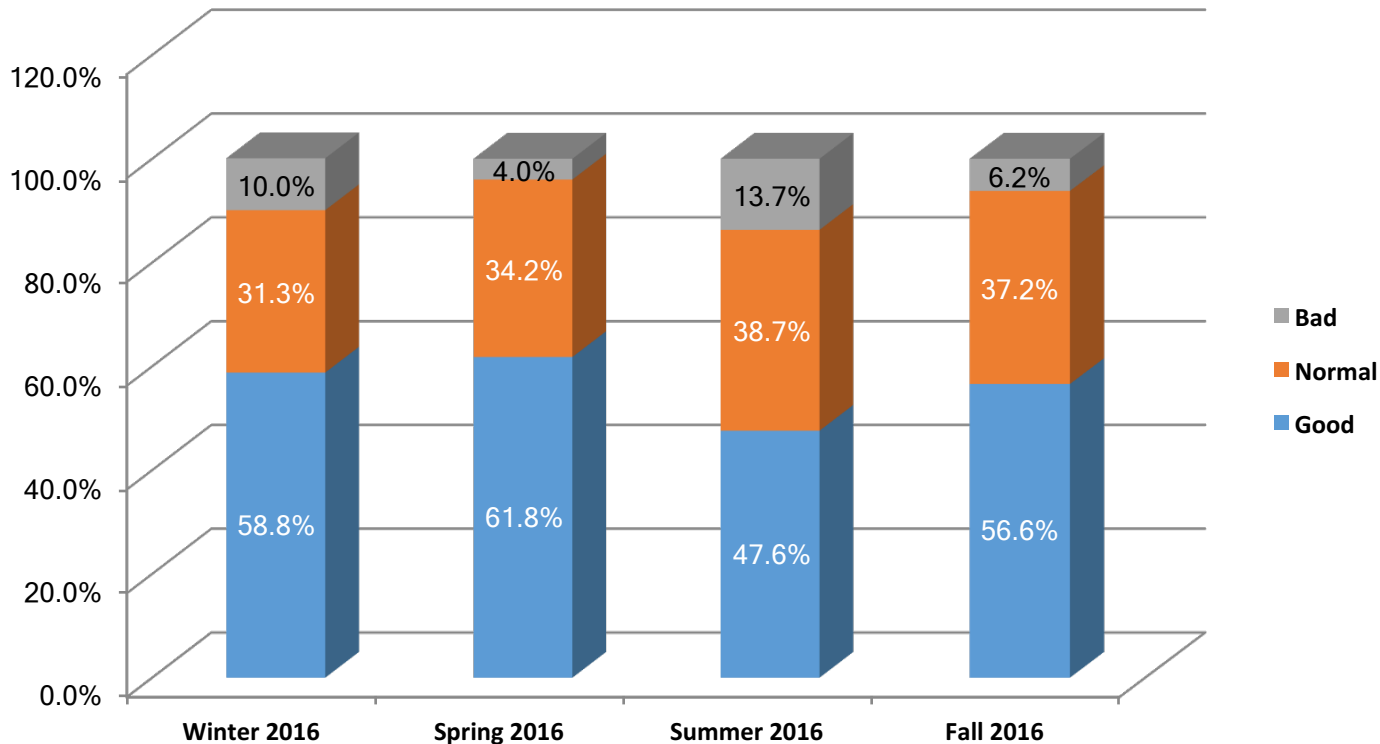




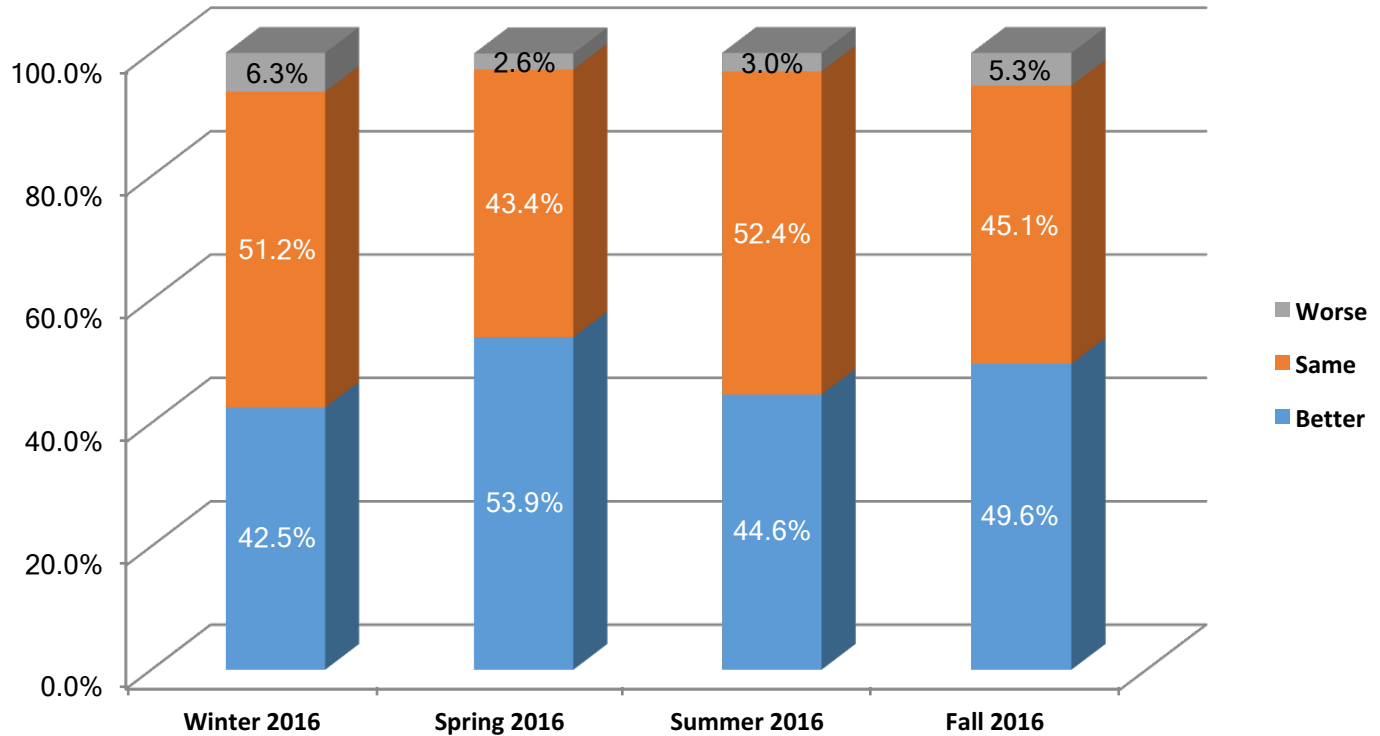
# When did you take the 2016 eDiscovery Business Confidence Survey?



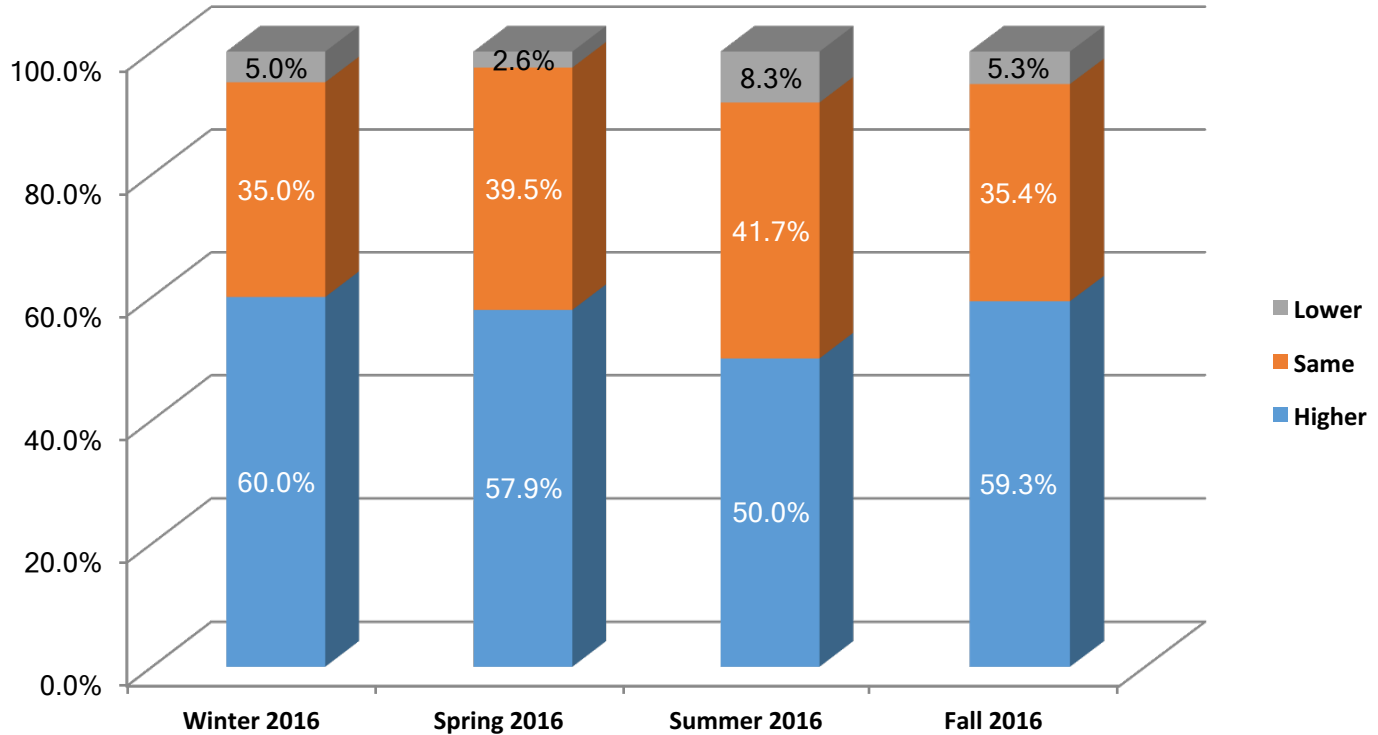
# How did respondents rate the current general business conditions for eDiscovery in their segment?



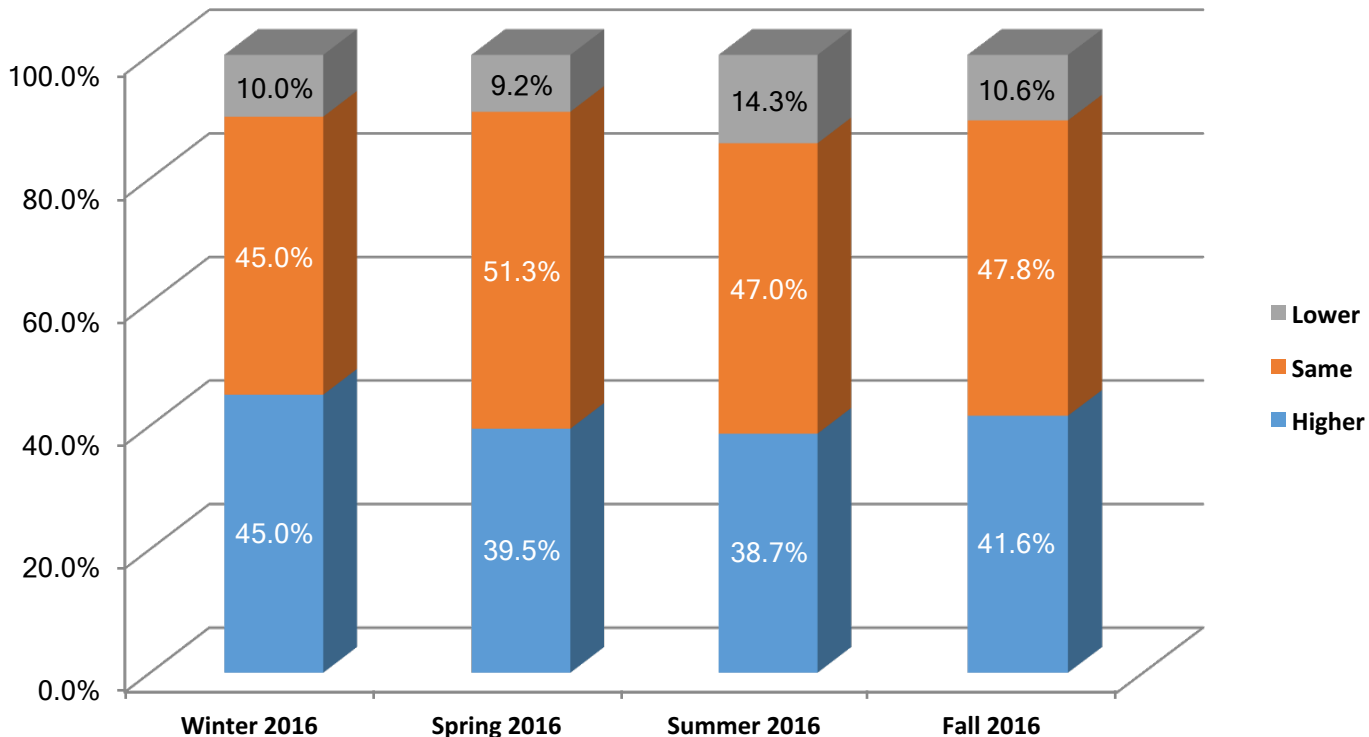
# How did respondents think the business conditions would be in their segment six months from now?



# How did respondents guess revenue in their segment of the eDiscovery ecosystem would be six months from now?

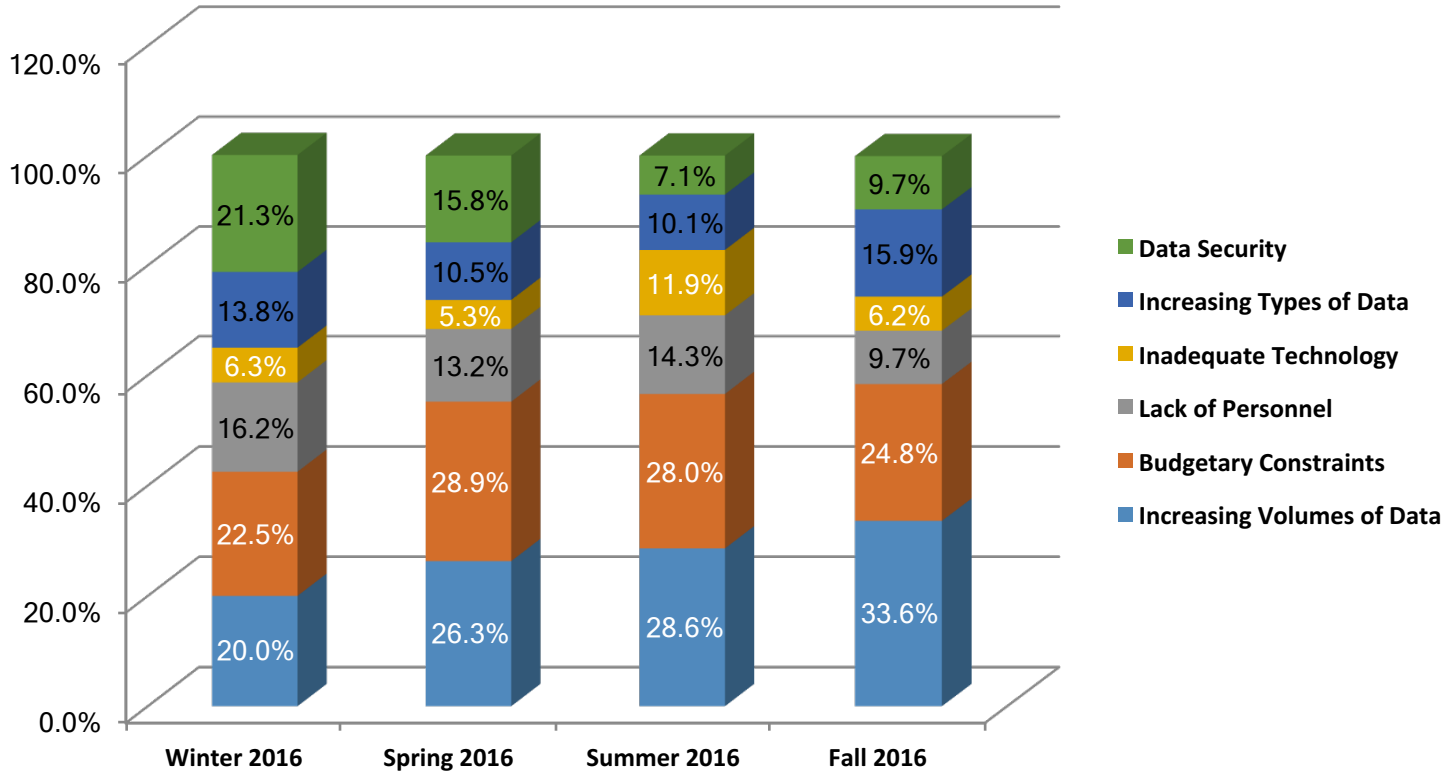


# How did respondents guess profits in their segment of the eDiscovery ecosystem would be six months from now?





# Which issue did respondents feel would most impact the business of eDiscovery over the next six months?



N=437  
eDiscovery Business Confidence Surveys - 2016

# Survey Reprise

The **eDiscovery Business Confidence Survey** is a non-scientific quarterly survey designed to provide insight into the business confidence level of individuals working in the eDiscovery ecosystem. The term ‘business’ represents the economic factors that impact the creation, delivery, and consumption of eDiscovery products and services.

## *Special Supporters of Fall 2016 Survey*

- Association of Certified E-Discovery Specialists
- CloudNine
- Commonwealth Legal
- EDRM
- eDiscovery Daily Blog
- kCura
- Legal Technology Professionals Institute
- Masters Conference
- Women in eDiscovery

## Survey Point of Contact

Rob Robinson

[wrobinson@complexdiscovery.com](mailto:wrobinson@complexdiscovery.com)

[ComplexDiscovery.com](http://ComplexDiscovery.com)

## *Next Survey*

- Winter 2017 (January 15 - February 28, 2017)

““The business of eDiscovery is an ever-present and important variable in the equation of legal discovery,” shared Mary Mack, Executive Director of the Association of Certified eDiscovery Specialists (ACEDS). “As financial factors are a primary driver in eDiscovery decisions ranging from sourcing and staffing to development and deployment, ACEDS sees value in regularly checking the business pulse of eDiscovery professionals. The eDiscovery Business Confidence Survey provides a tool to help take that pulse on a systematic basis and ACEDS looks forward to sponsoring, participating, and reporting on the results of this salient survey each quarter.”

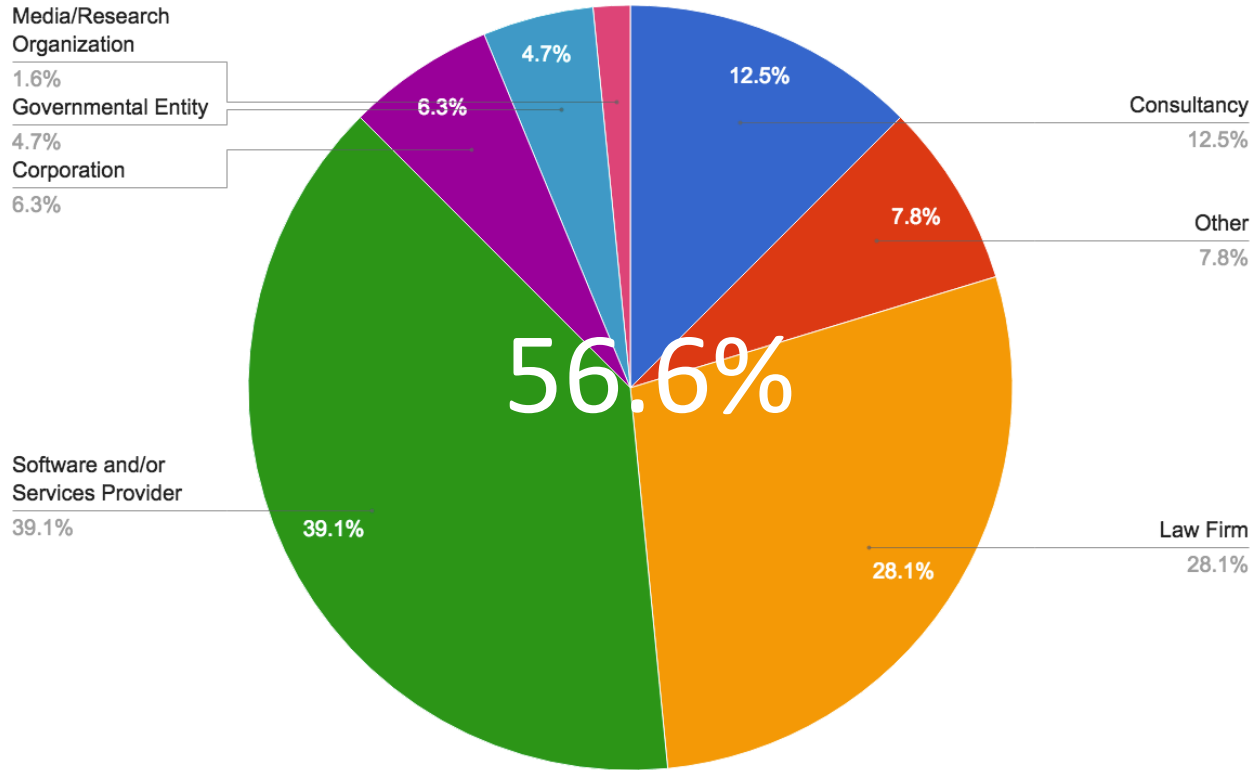
*Mary Mack, Executive Director, Association of E-Discovery Specialists*

# Background Slides

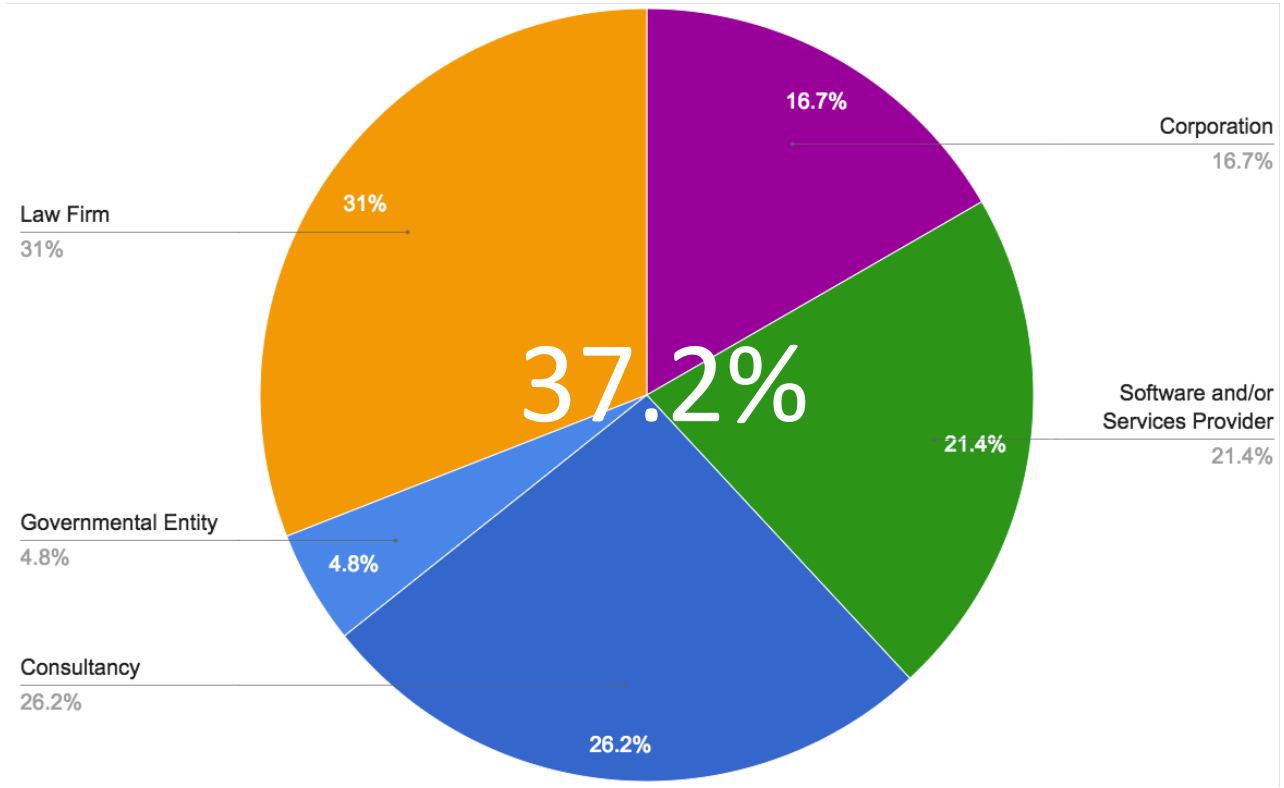
The eDiscovery Business Confidence Survey



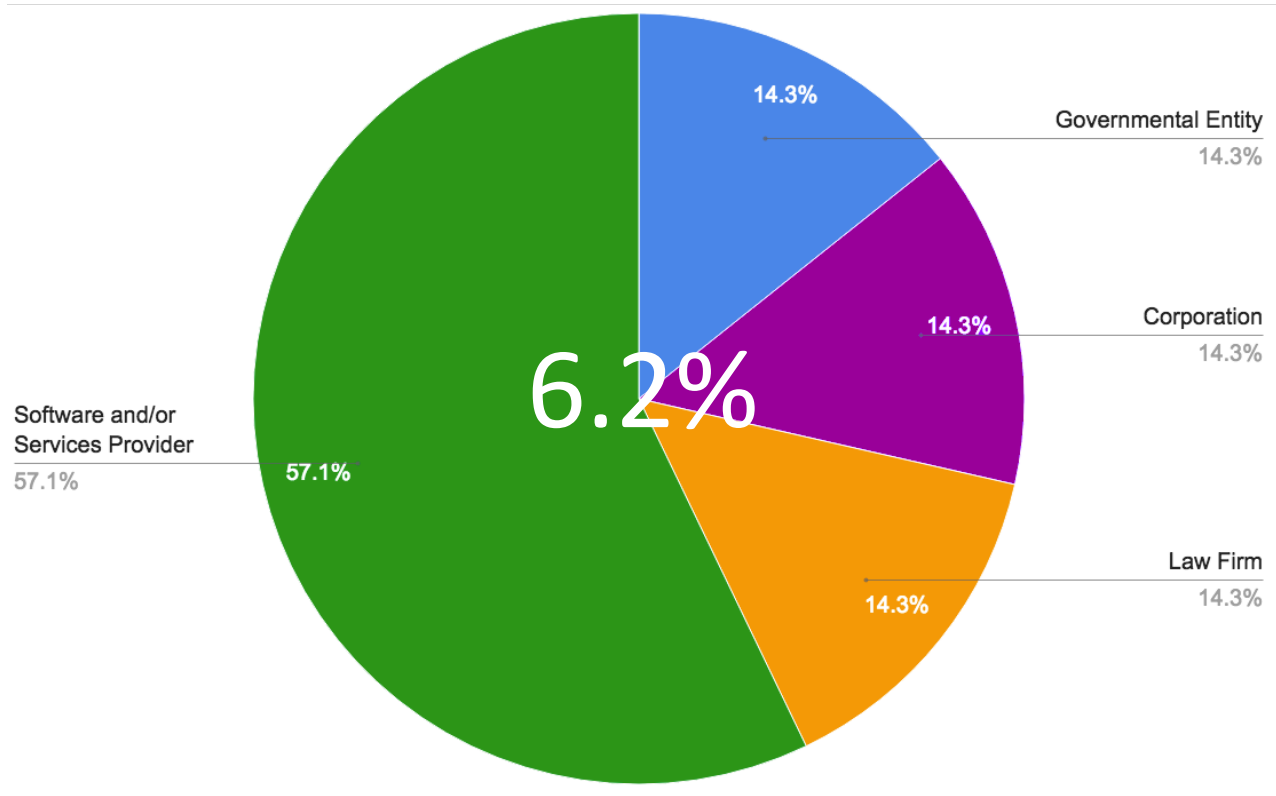
# What segments rated the general business conditions as good?



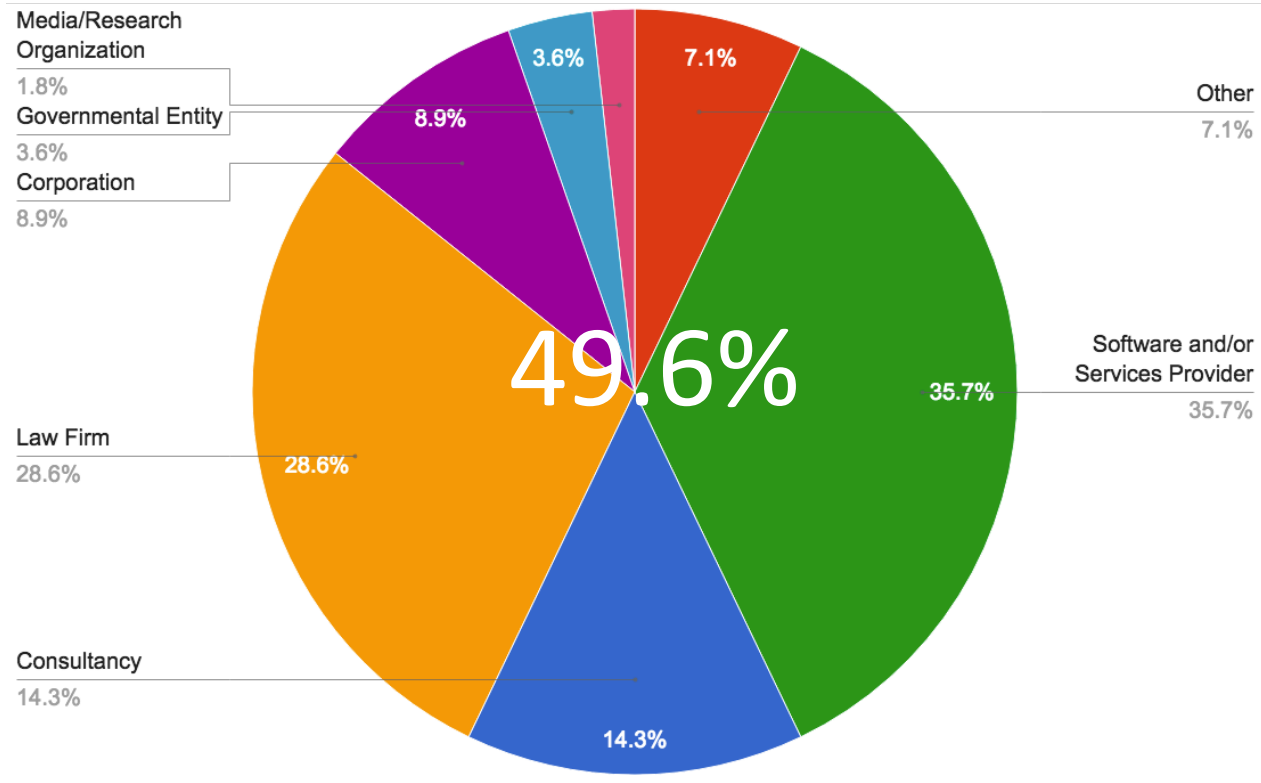
# What segments rated the general business conditions as normal?



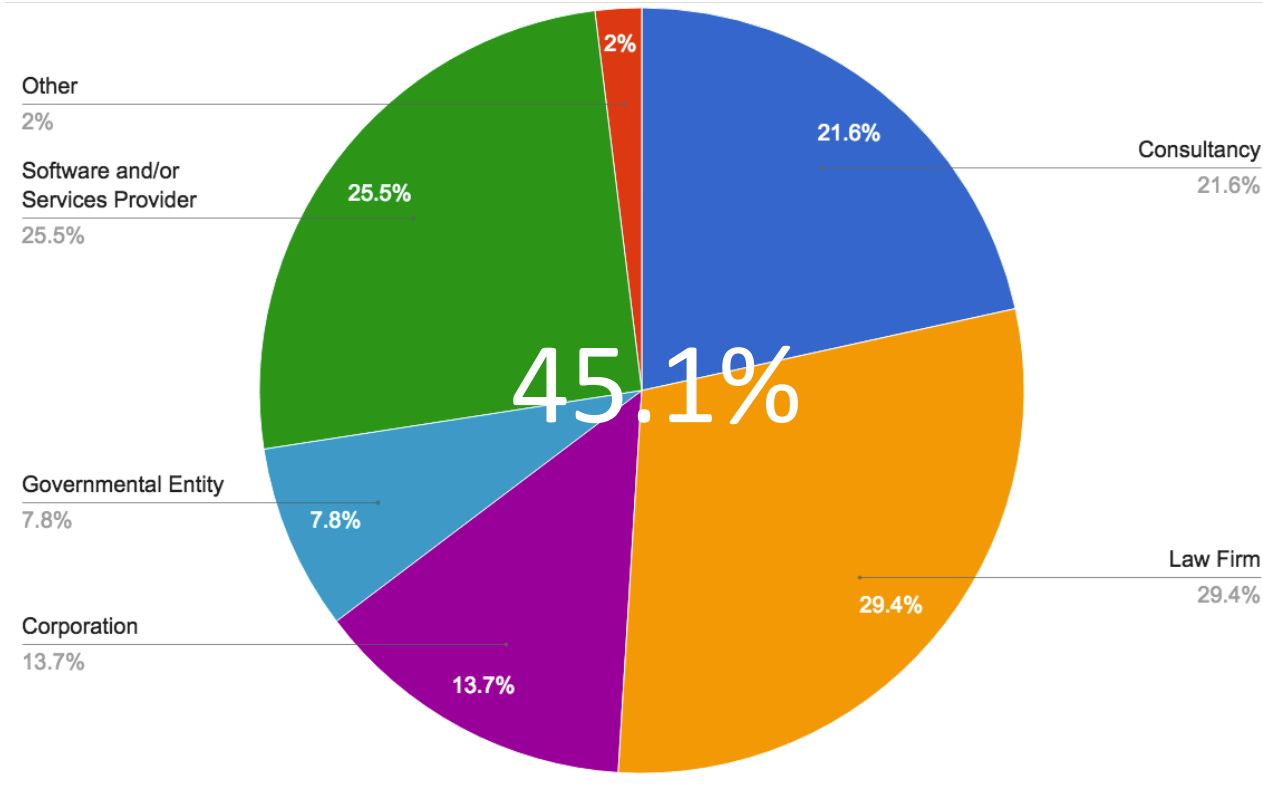
# What segments rated the general business conditions as bad?



# What segments estimate the general business conditions in six months to be better?

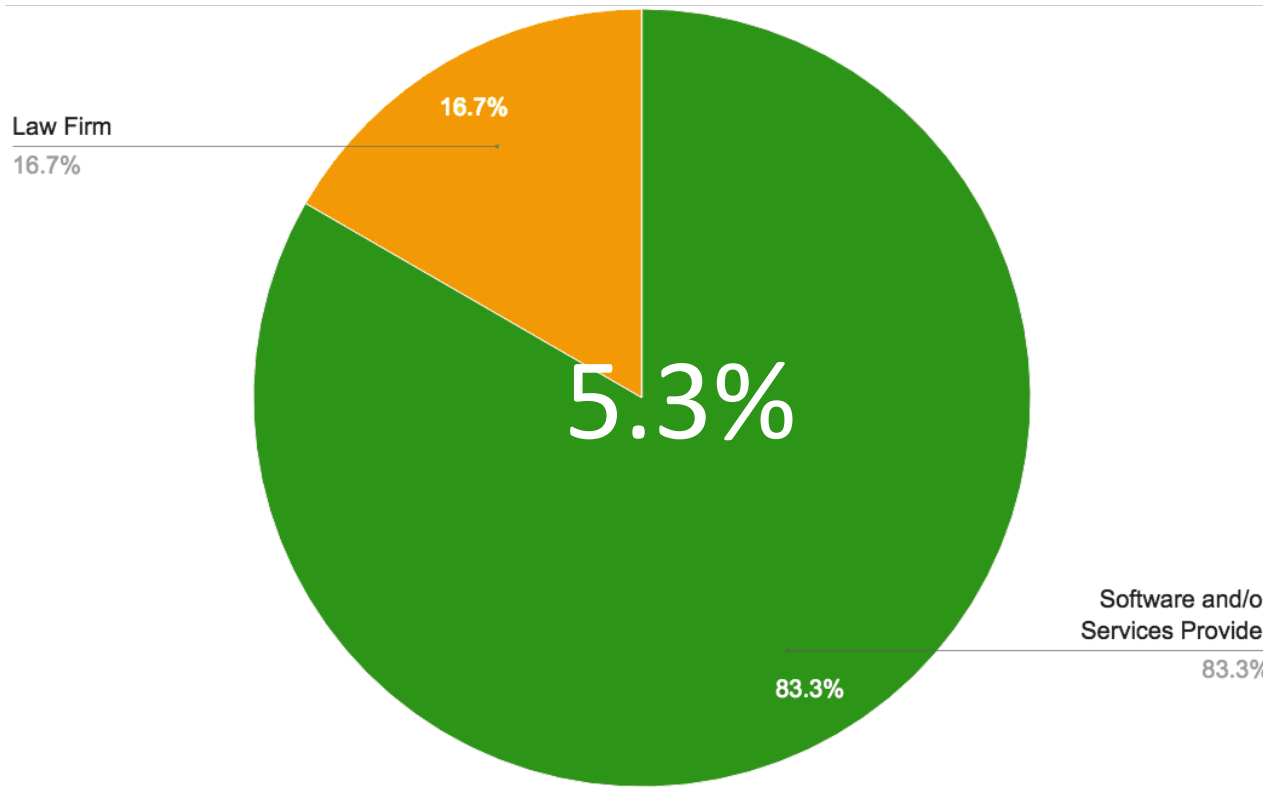


# What segments estimate the general business conditions in six months to be the same?

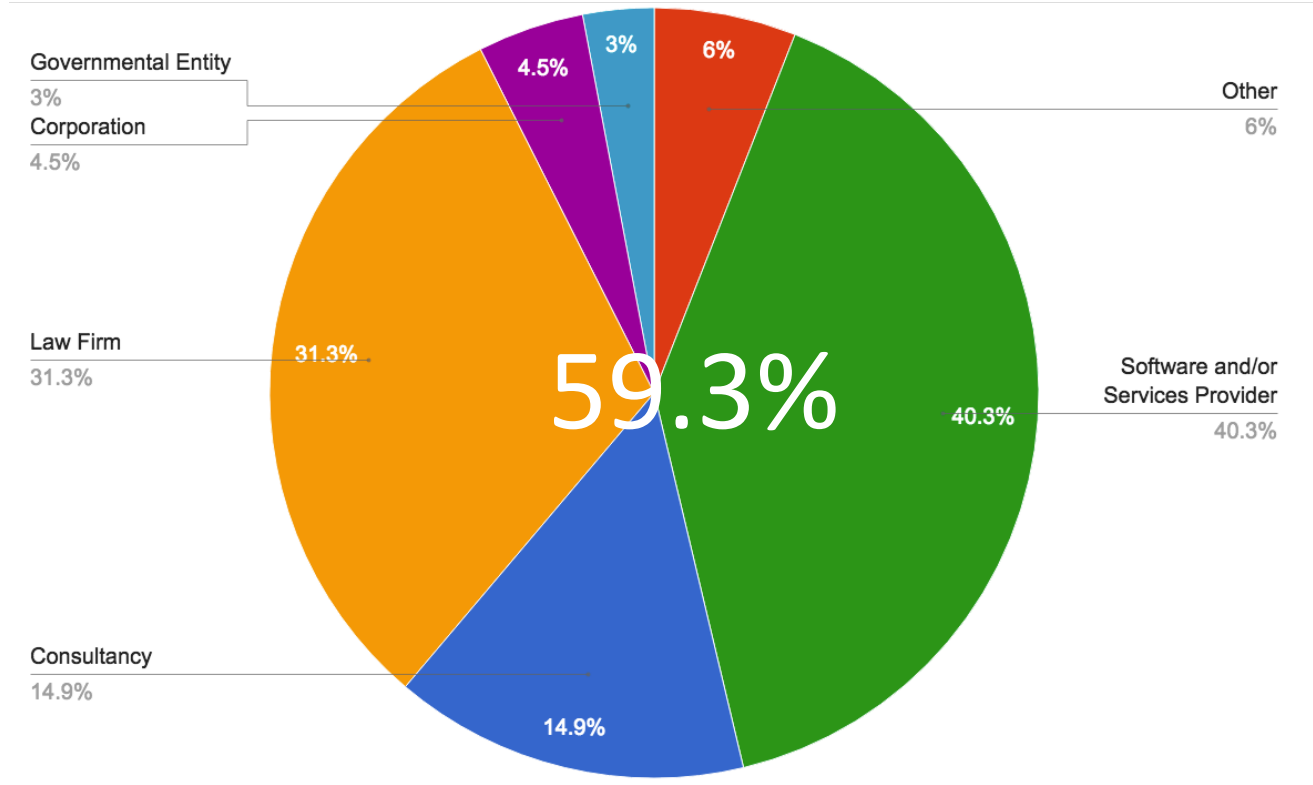




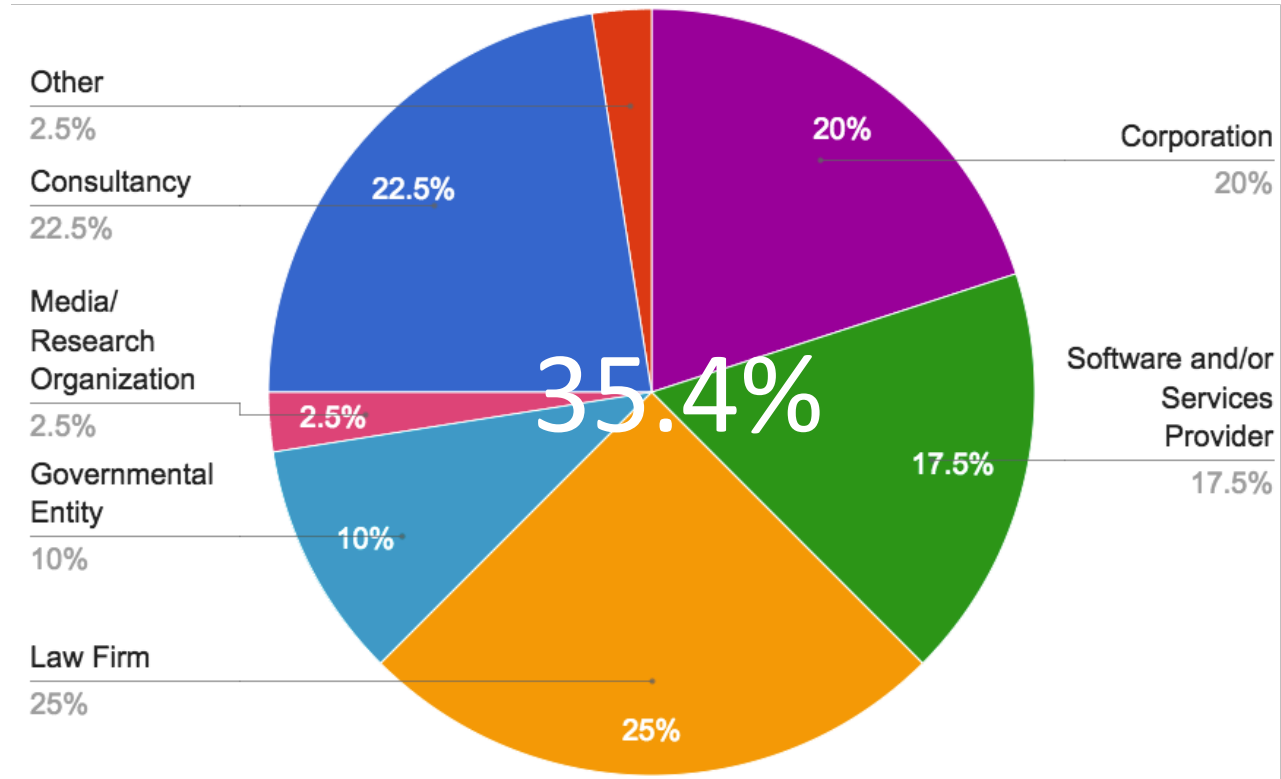
# What segments estimate the general business conditions in six months to be the worse?



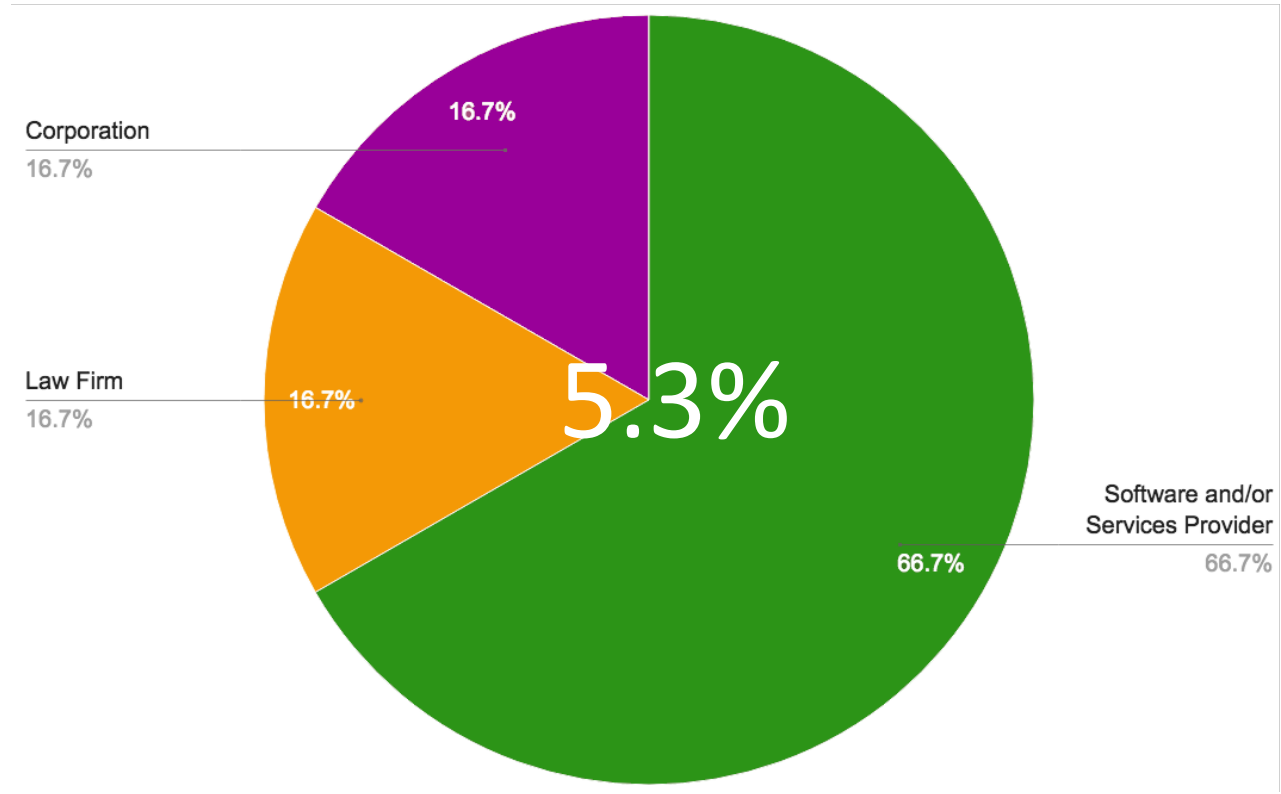
# What segments estimate revenue to be higher six months from now?



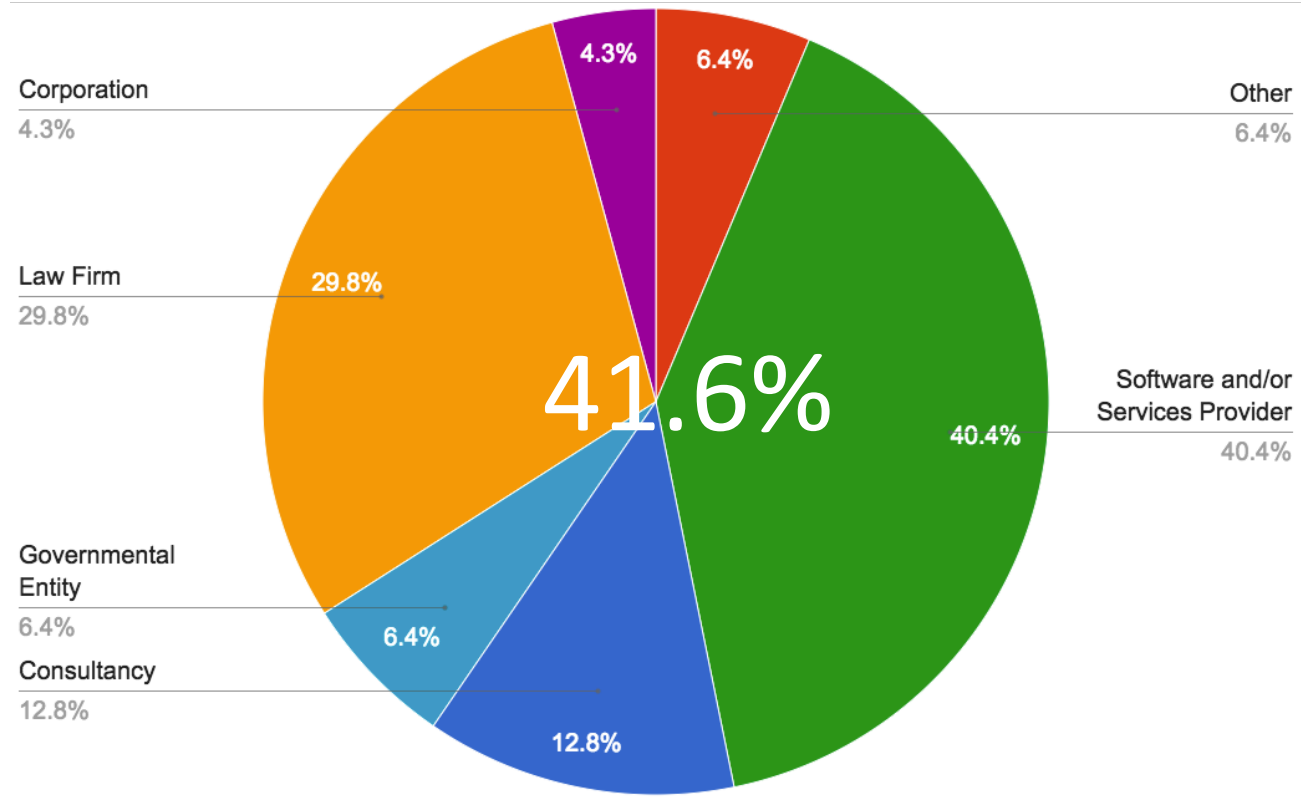
# What segments estimate revenue to be the same six months from now?



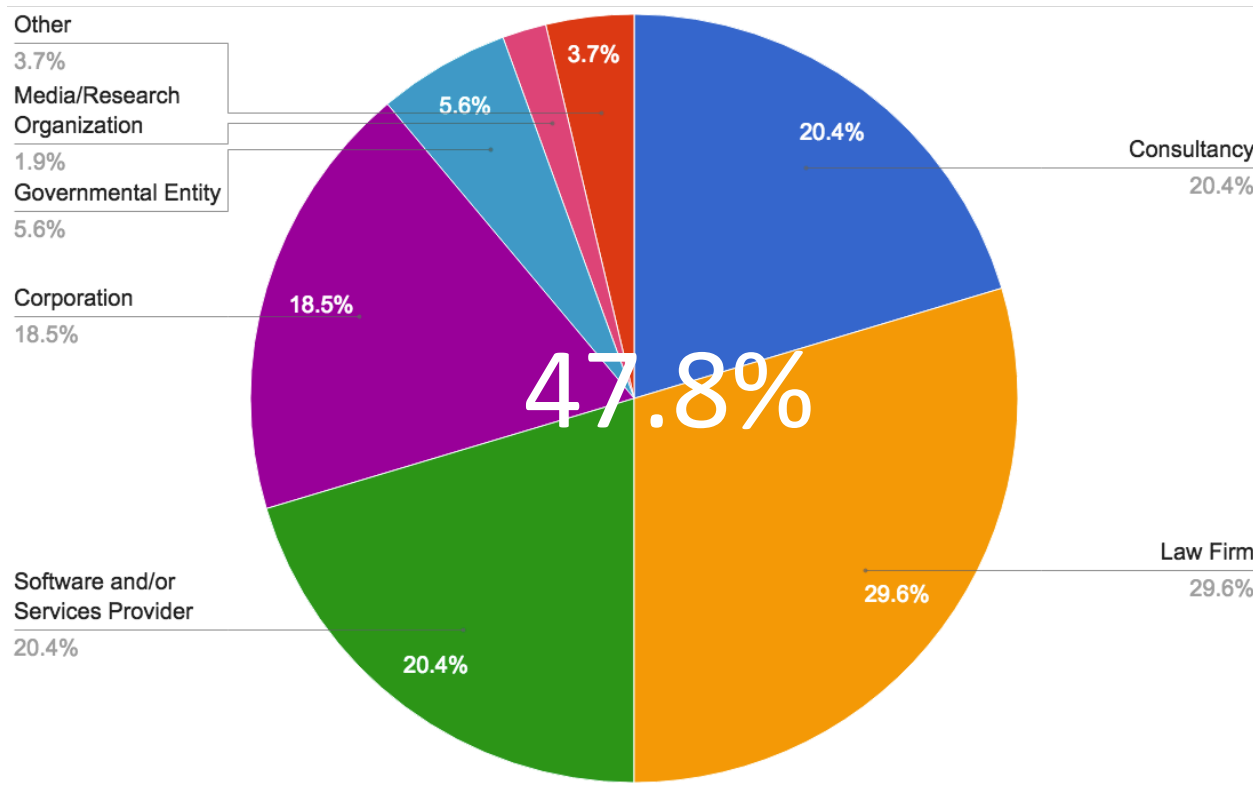
# What segments estimate revenue to be lower six months from now?



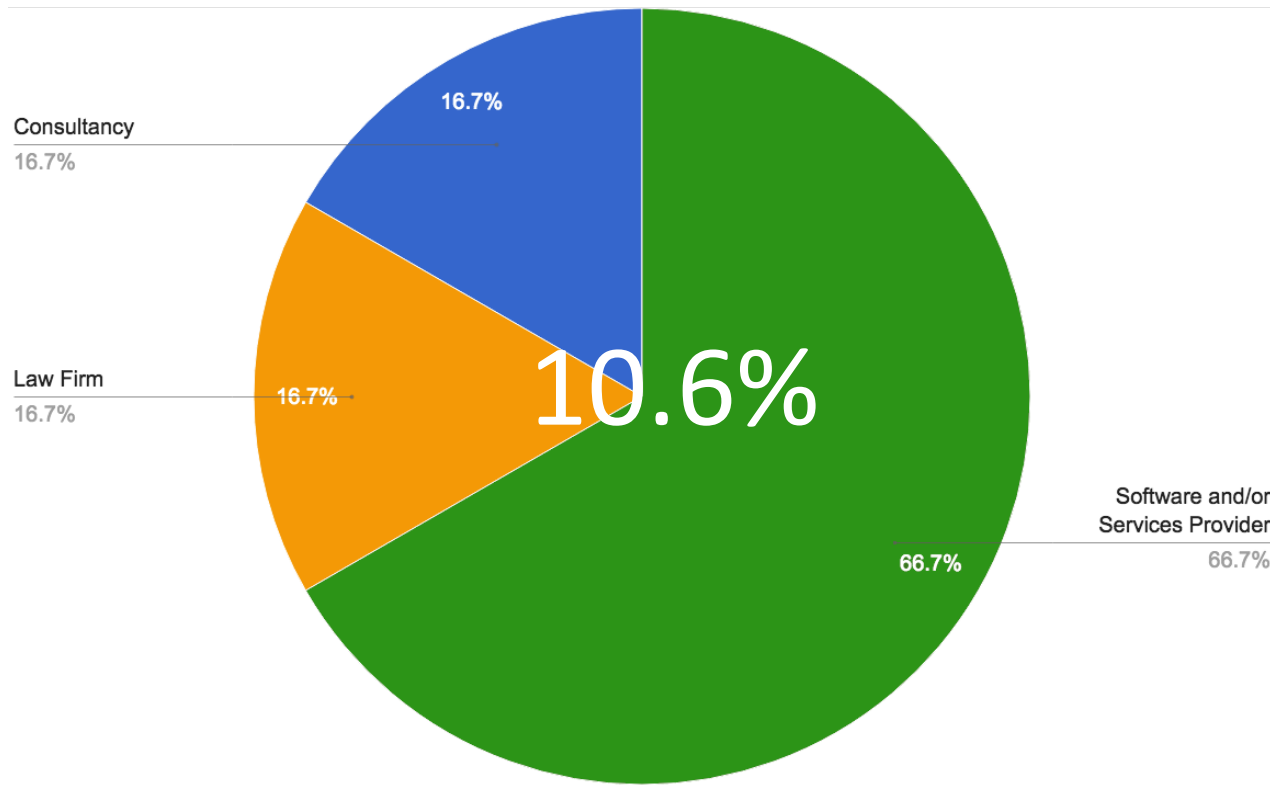
# What segments estimate profits to be higher six months from now?



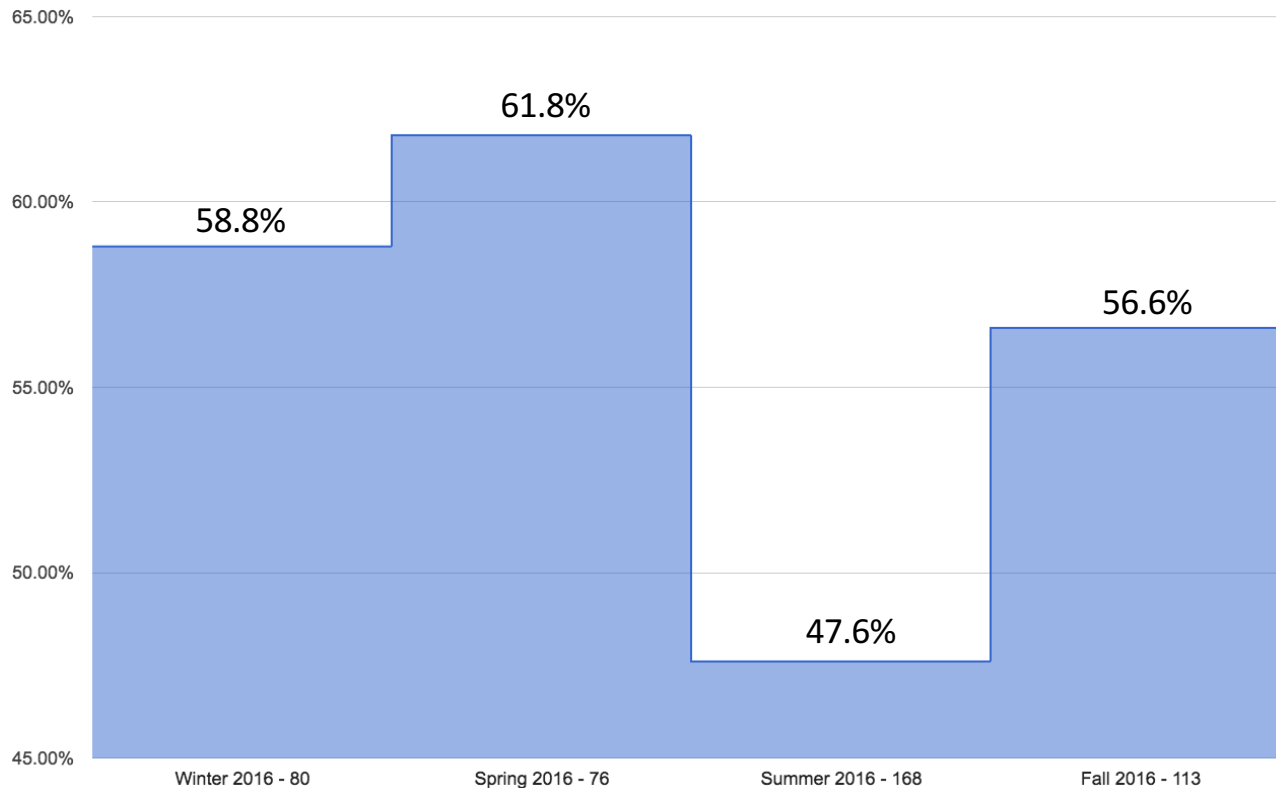
# What segments estimate profits to be the same six months from now?



# What segments estimate profits to be lower six months from now?

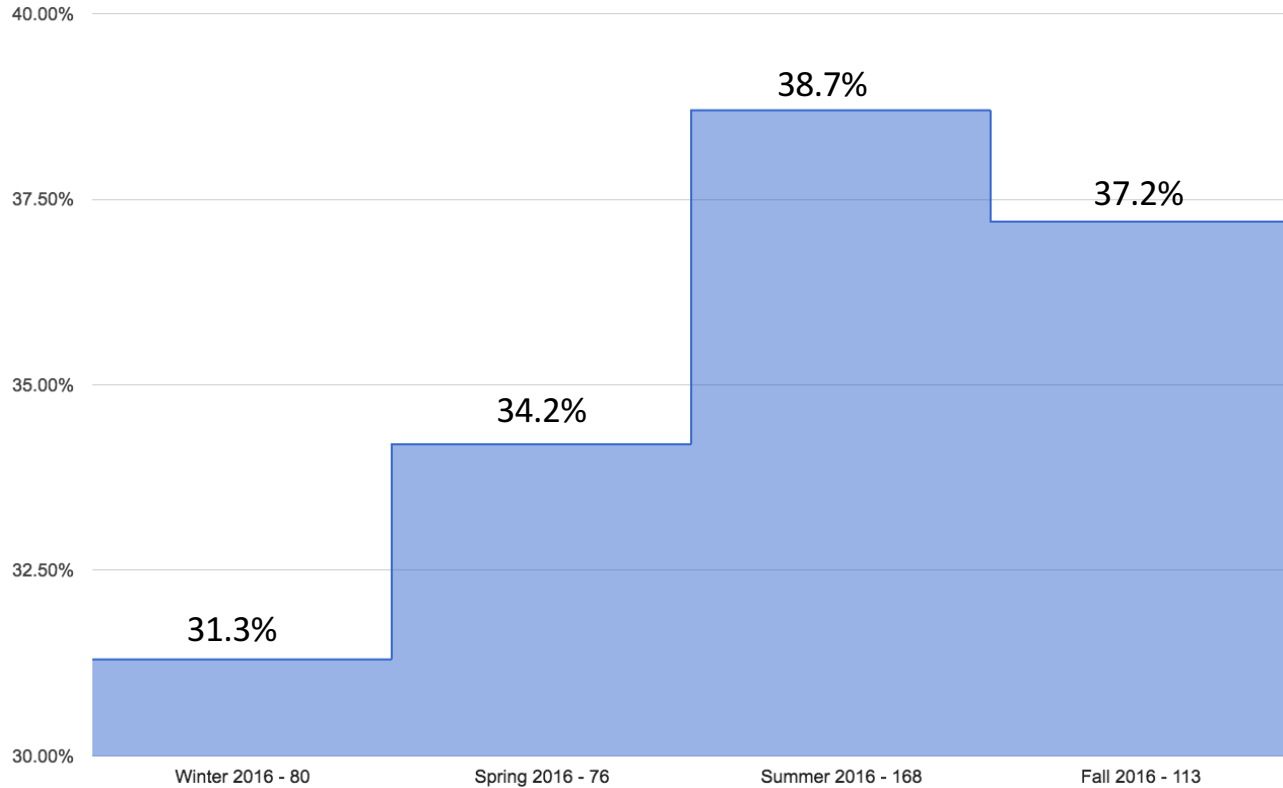


# By survey, how many respondents felt the general business conditions of their segment was good?

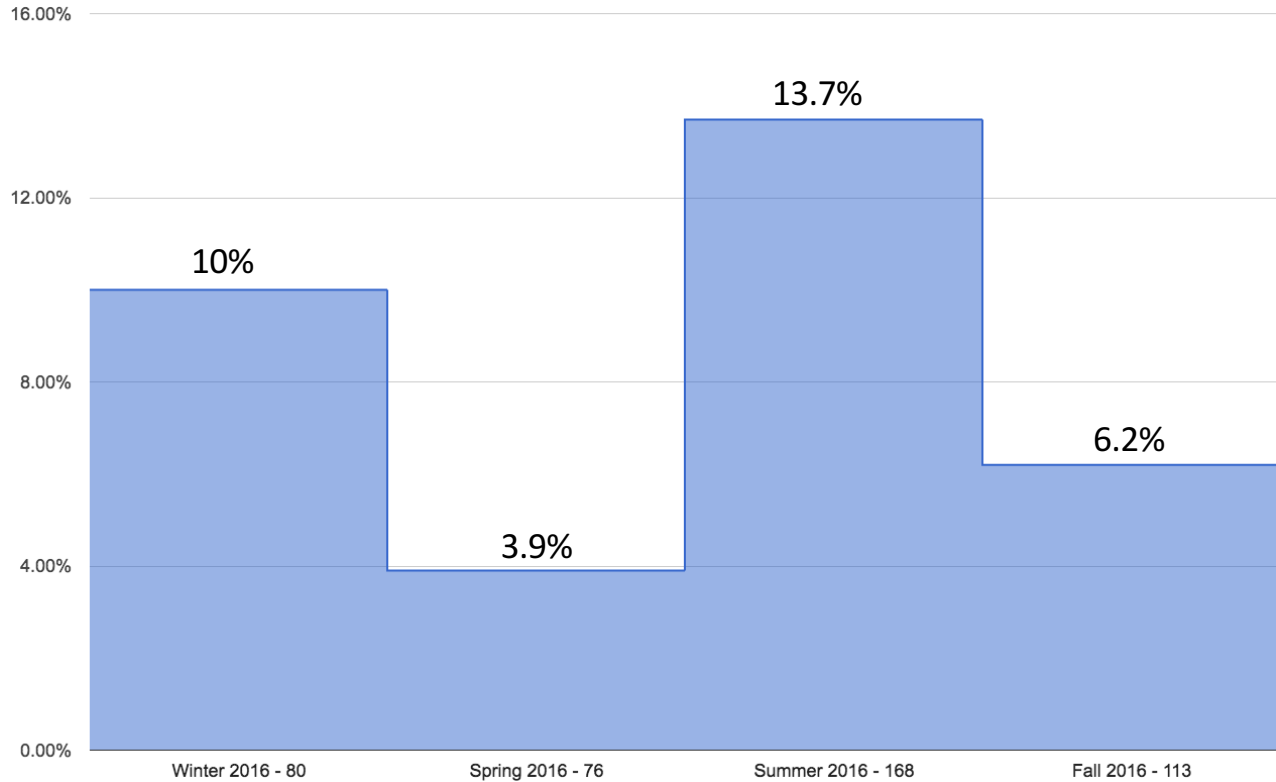




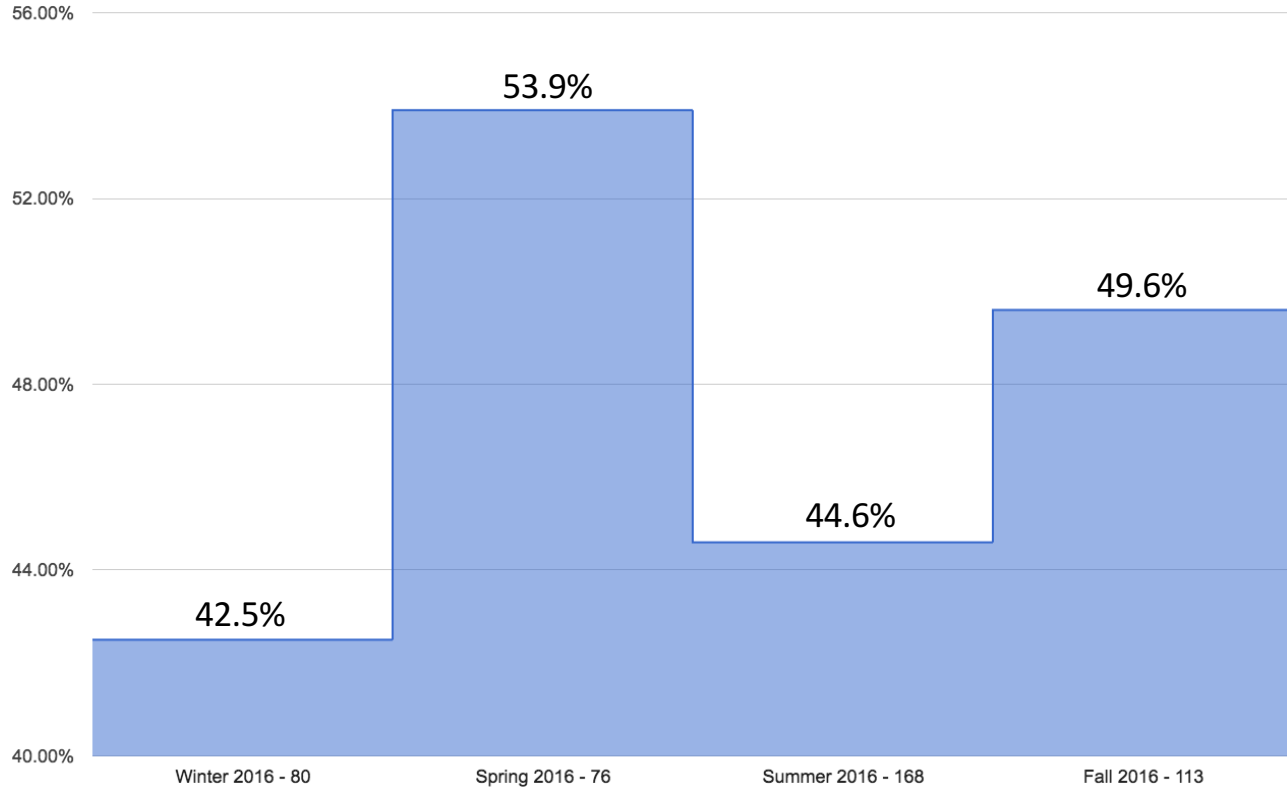
# By survey, how many respondents felt the general business conditions of their segment was normal?



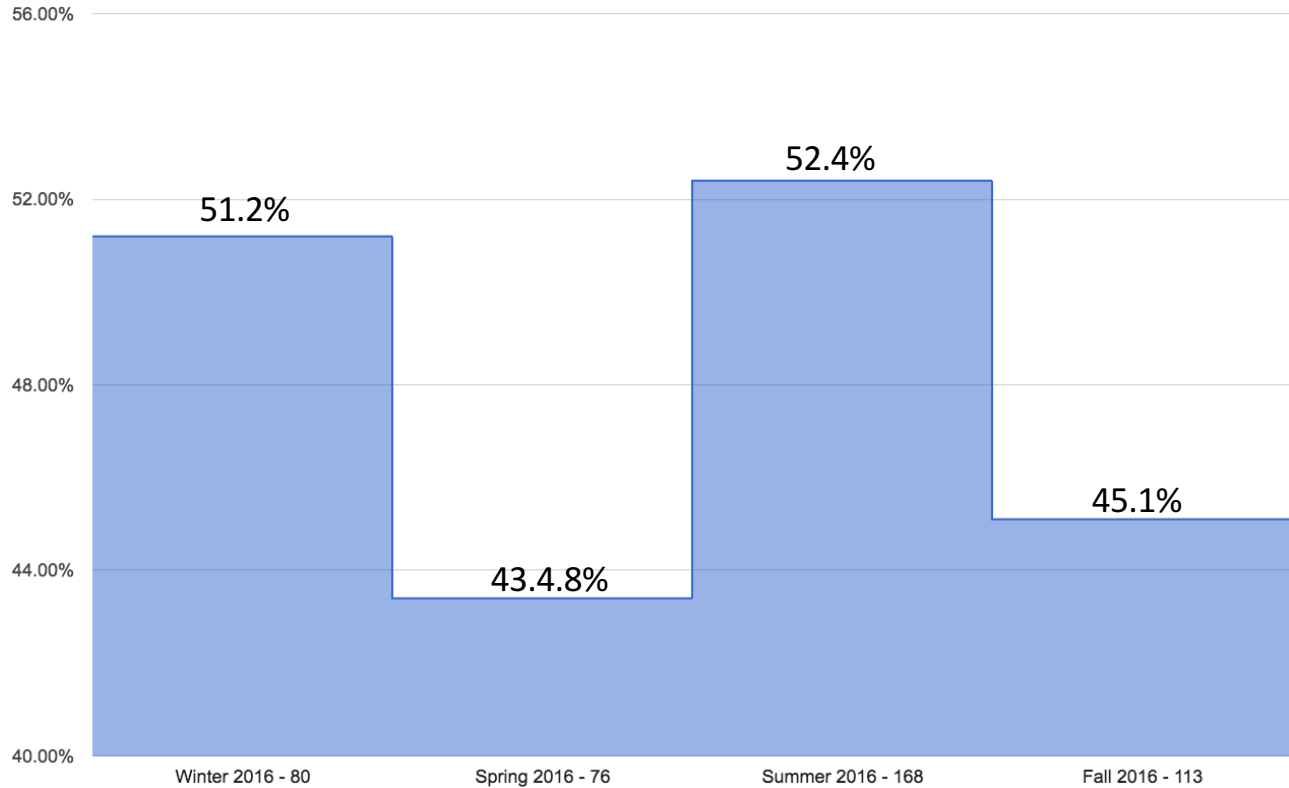
# By survey, how many respondents felt the general business conditions of their segment was bad?



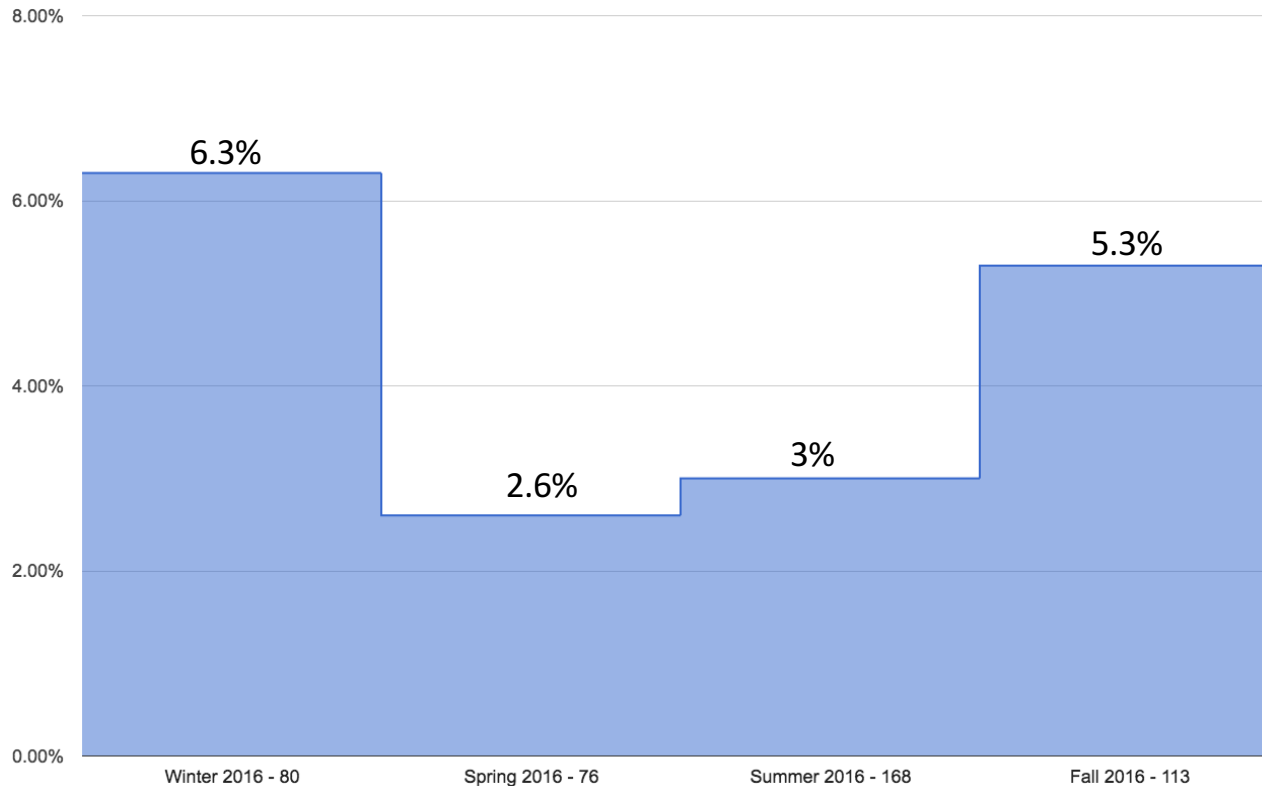
# By survey, how many respondents felt the general business conditions of their segment would be better in six months?



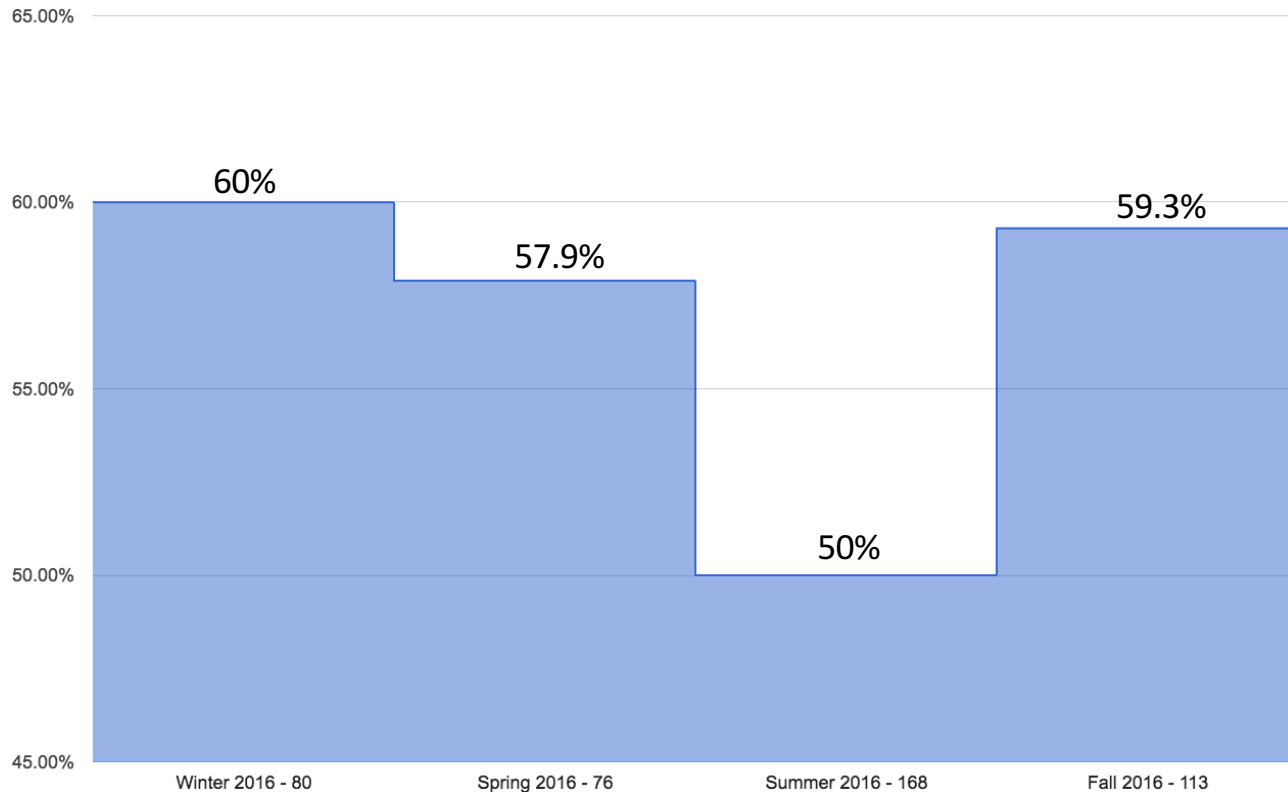
# By survey, how many respondents felt the general business conditions of their segment would be the same in six months?



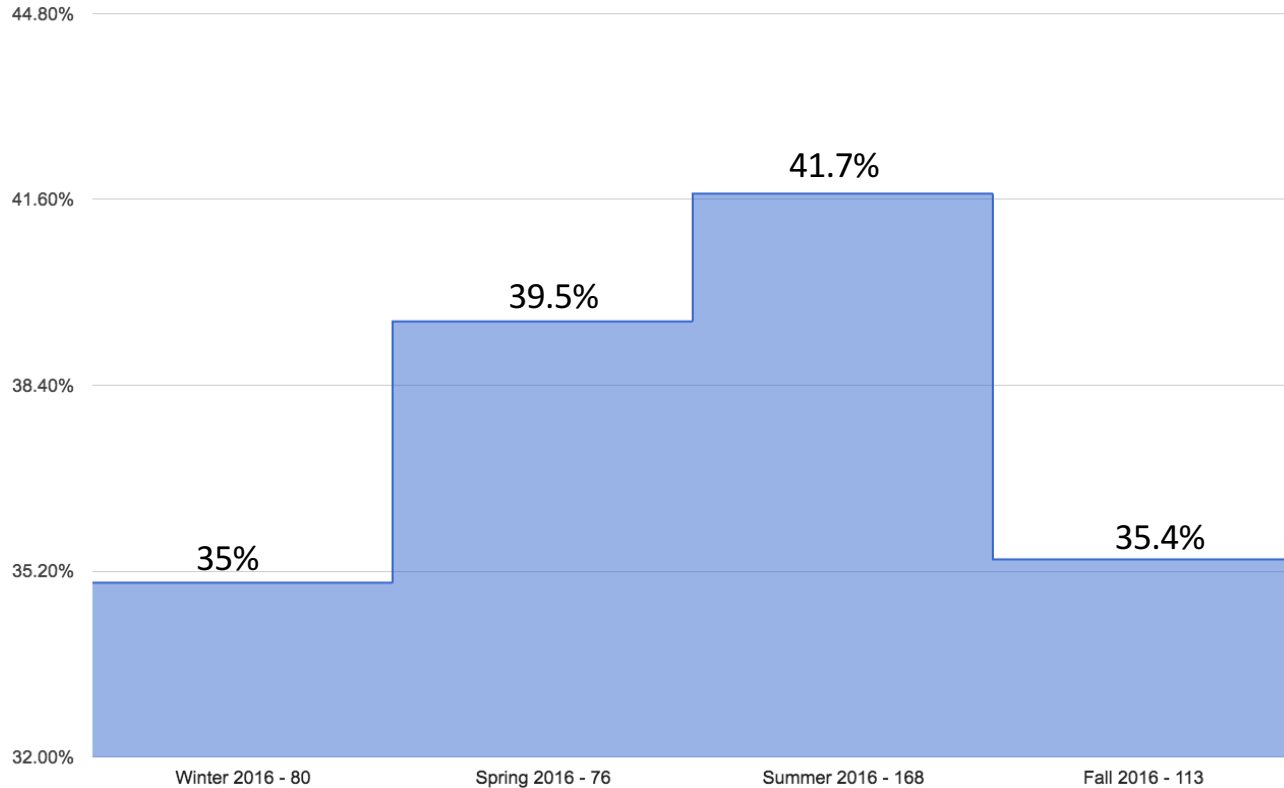
## By survey, how many respondents felt the general business conditions of their segment would be worse in six months?



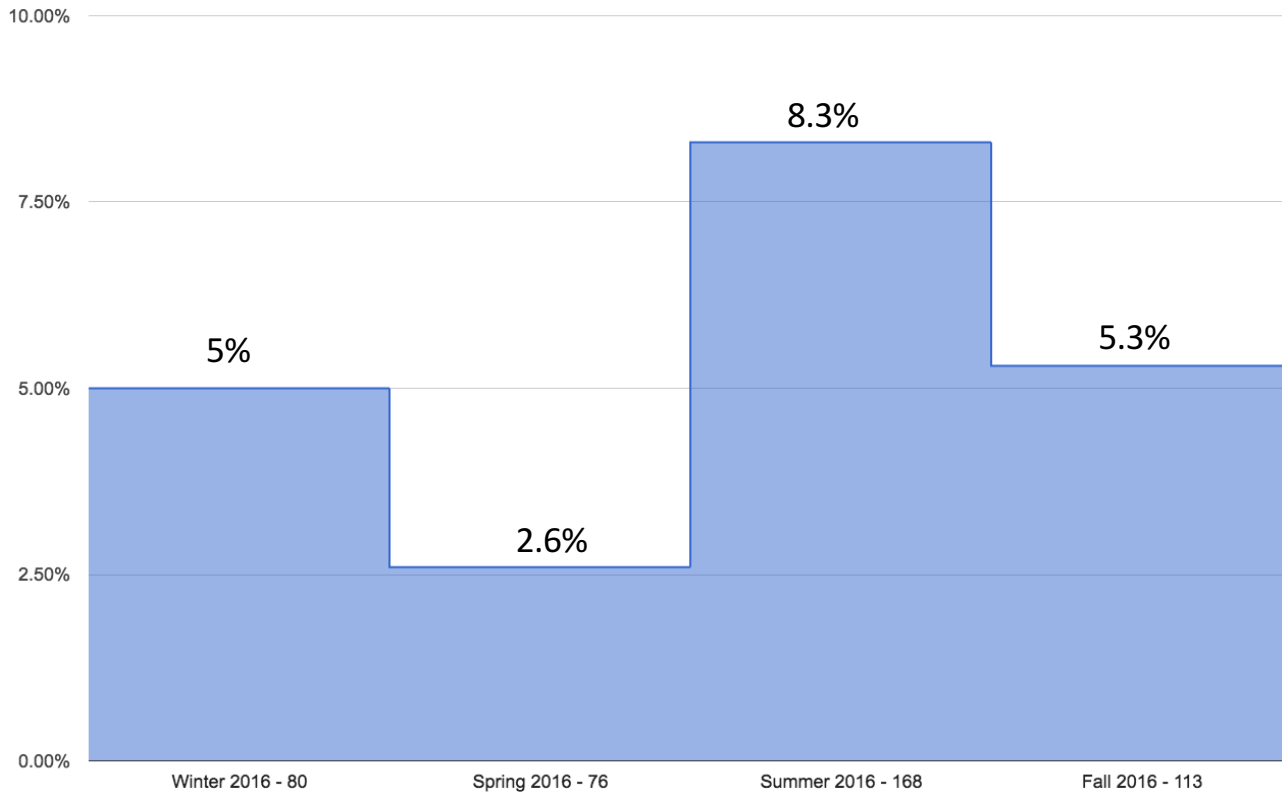
## By survey, how many respondents felt revenue in their segment would be higher in six months?



## By survey, how many respondents felt revenue in their segment would be the same in six months?

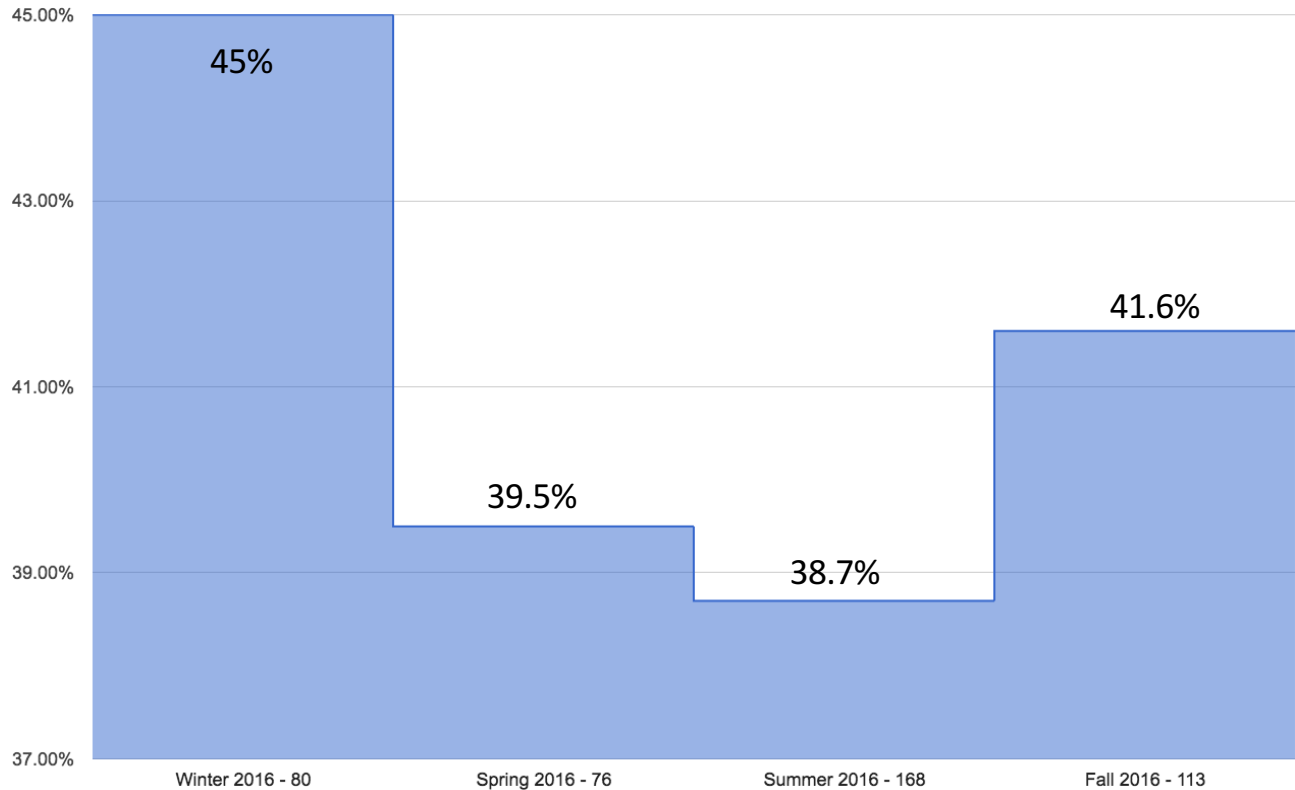


## By survey, how many respondents felt revenue in their segment would be lower in six months?

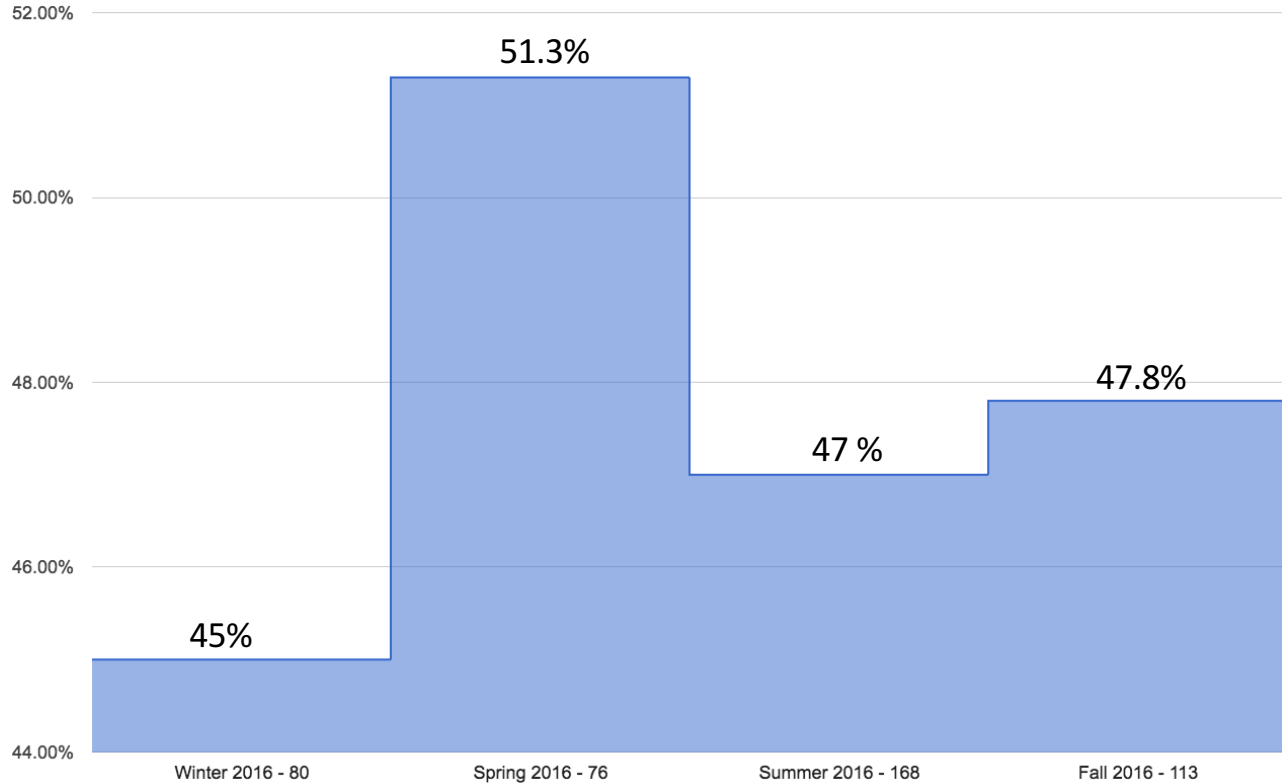




## By survey, how many respondents felt profits in their segment would be higher in six months?



## By survey, how many respondents felt profits in their segment would be the same in six months?



## By survey, how many respondents felt profits in their segment would be lower in six months?

