



IBM Warwick - Inside ECM  
Altien for Legal  
27<sup>th</sup> September 2011

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# Agenda

- ▶ Foundations - Enterprise Content Management
- ▶ Altien4Legal
- ▶ Altien4Legal Demo
- ▶ Building on the Platform
  - ▶ eDiscovery
  - ▶ Other Altien Solutions
- ▶ Benefits and Return on Investment
- ▶ Customer Stories

# Introduction to Altien

- ▶ Altien provides targeted ECM Software Solutions & Services
- ▶ Powered by the IBM Enterprise Content Management platform
- ▶ Solutions Tailored for Corporate Support functions
  - ▶ Legal
  - ▶ Contracts & Procurement
  - ▶ Human Resources
  - ▶ Property
  - ▶ IT
  - ▶ Marketing
- ▶ Collaboration and Compliance Built In
- ▶ Content Capture, Management, Discovery and Disposition

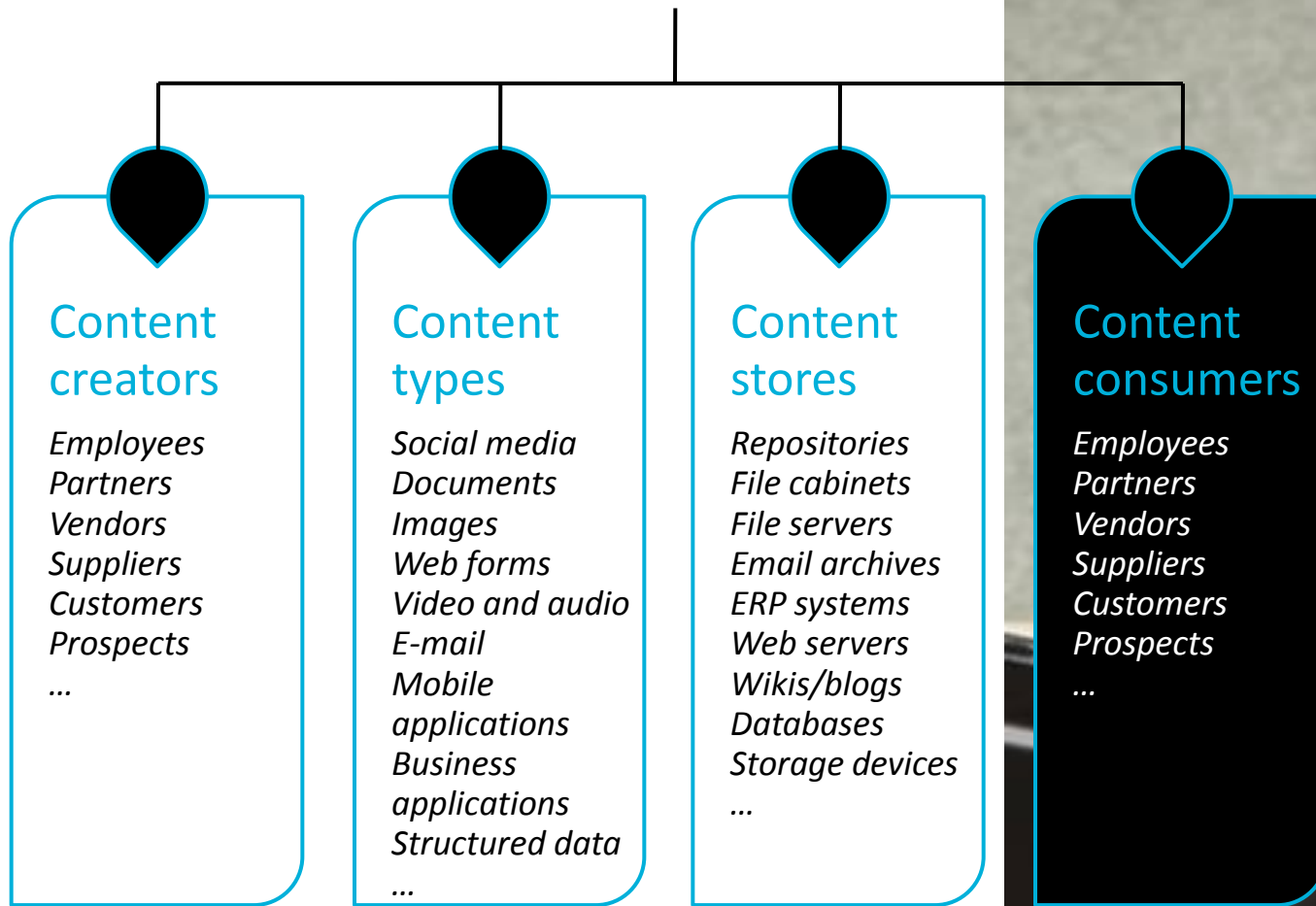
# Altien's Solution Approach

- ▶ Founded in 1997
- ▶ IBM ECM Solution and Support Partner
- ▶ Specialists in solutions to manage the proliferation of unstructured Corporate data
- ▶ Business Area Focus with fast start templates
- ▶ Altien Intelligent Archiving enables ECM to be introduced without changing working methods
- ▶ Altien UI elements ruthlessly tuned for speed and ease of use
- ▶ Rapid Delivery – customised on-site pilot within 5 days
- ▶ 12 month payback from savings in document production, management and retrieval
- ▶ Compliance locked in to your content management



# **Foundations - Introduction to Enterprise Content Management**

# The staggering complexity of enterprise content



# Content Chaos

**Increased Burden on Business Users Who Already “Opt Out”**

Destroyed too soon ...  
kept forever

**Retention and Disposition Policies Not Enforced**

Multiple silos

Un-indexed

Not complete, authentic or admissible

Un-locatable

Un-managed and disorganized

Information leakage

Loss of context

Increasing litigation risks and costs

**Information Explosion and Silos**

*Volume - Formats - Locations*

Email, documents, images  
... paper too

**Increasing Criticality of Producing Trustworthy Information**

Multiple versions

Information not re-usable

Numerous copies

Un-traceable

Not trustworthy

**No Control. High Operational Costs. High Information Risk. No Visibility.**

# Typical ECM-based Solutions

- ▶ Customer lifecycle management

- ▶ Customer Service
- ▶ Customer on-boarding
- ▶ Single view of customer
- ▶ E-statements

- ▶ Employee lifecycle management

- ▶ Hire, manage through to retire

- ▶ Product or service lifecycle management

- ▶ Concept through end of life

- ▶ Asset lifecycle management

- ▶ Planning through decommissioning

- ▶ Project management

- ▶ Planning through completion

- ▶ Supply chain management

- ▶ Contract lifecycle management
- ▶ ERP transactions
- ▶ Accounts payable

- ▶ Corporate legal

- ▶ Information lifecycle management





# Why take an ECM Platform approach?

## ▶ Improve your Compliance

- ▶ Implement organisation-wide policies on document retention & records management
- ▶ A common infrastructure for content & business processes that works across business units
- ▶ *“Enterprises that choose one-off solutions for each regulatory challenge that they face will spend 10 times more on compliance projects than their counterparts that take a proactive approach.” – Gartner*

## ▶ Improve your Productivity

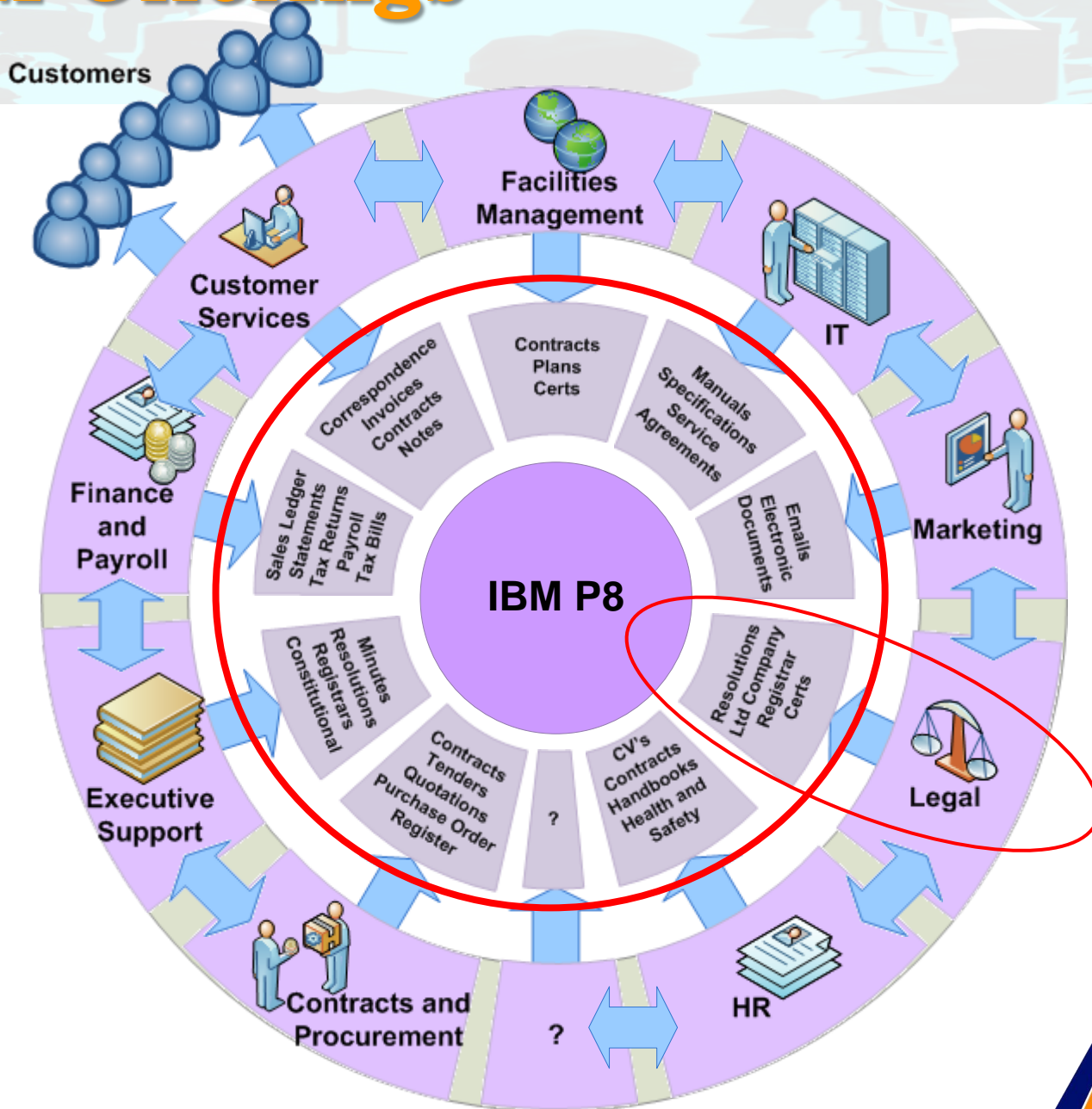
- ▶ Facilitates case information sharing between the in-house litigation team, business units staff and outside counsel
- ▶ Instant access to relevant documents enables better, earlier case assessment decisions

## ▶ Provide lowest total-cost-of-ownership

- ▶ System implementation, hardware, technical support and licensing costs are spread across enterprise

*Legal Professionals potentially need access to, and knowledge of, all Enterprise Content*

# ECM Offerings



**Altien4Legal**

# IBM ECL Platform for context

## Altien 4 Legal

Legal Document Manager

Legal Hold Process Manager

Modeling & Simulation

Business Activity Monitoring

Content Centric Processing

Rules & Pre-built Frameworks

Process Choreography

### Compliance & Records Management Services

Retention

Holds

Risk Mgt

Governance

eDiscovery

File Plans

Archive

### Enterprise Content Services

#### Information Servers

Content Analytics  
Enterprise Search

Categorization Forms DAM WCM Images Email  
Report Mgt Taxonomy Documents Capture Media

#### Master Data Mgt

Business Intelligence  
Industry Models

Federation & Integration Services

### Repositories

Data Servers

IBM

Other

Storage

Services Oriented Architecture (SOA)

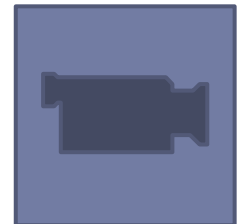
Software as a Service (SaaS)

# Altien 4 Legal Key Features

- ▶ Matter-Centric Model, familiar to Legal personnel
- ▶ Advanced Metadata Handling, easing document indexing
- ▶ Knowledge Management - Altien Intelligent Archiving
- ▶ Workflow to automate, remind and alert
- ▶ Embedded within Microsoft Office/Outlook, familiar UI
- ▶ Records Management to control retention & disposition
- ▶ Metadata and Content-based Search, templated for ease
- ▶ eDiscovery for Litigation support
- ▶ Workshare Integration to compare documents
- ▶ Content Federation Support to access other repositories
- ▶ Advanced Browser Retrieval Interface for ease of external access



# Altien4Legal Demo



# Altien 4 Legal Benefits Summary

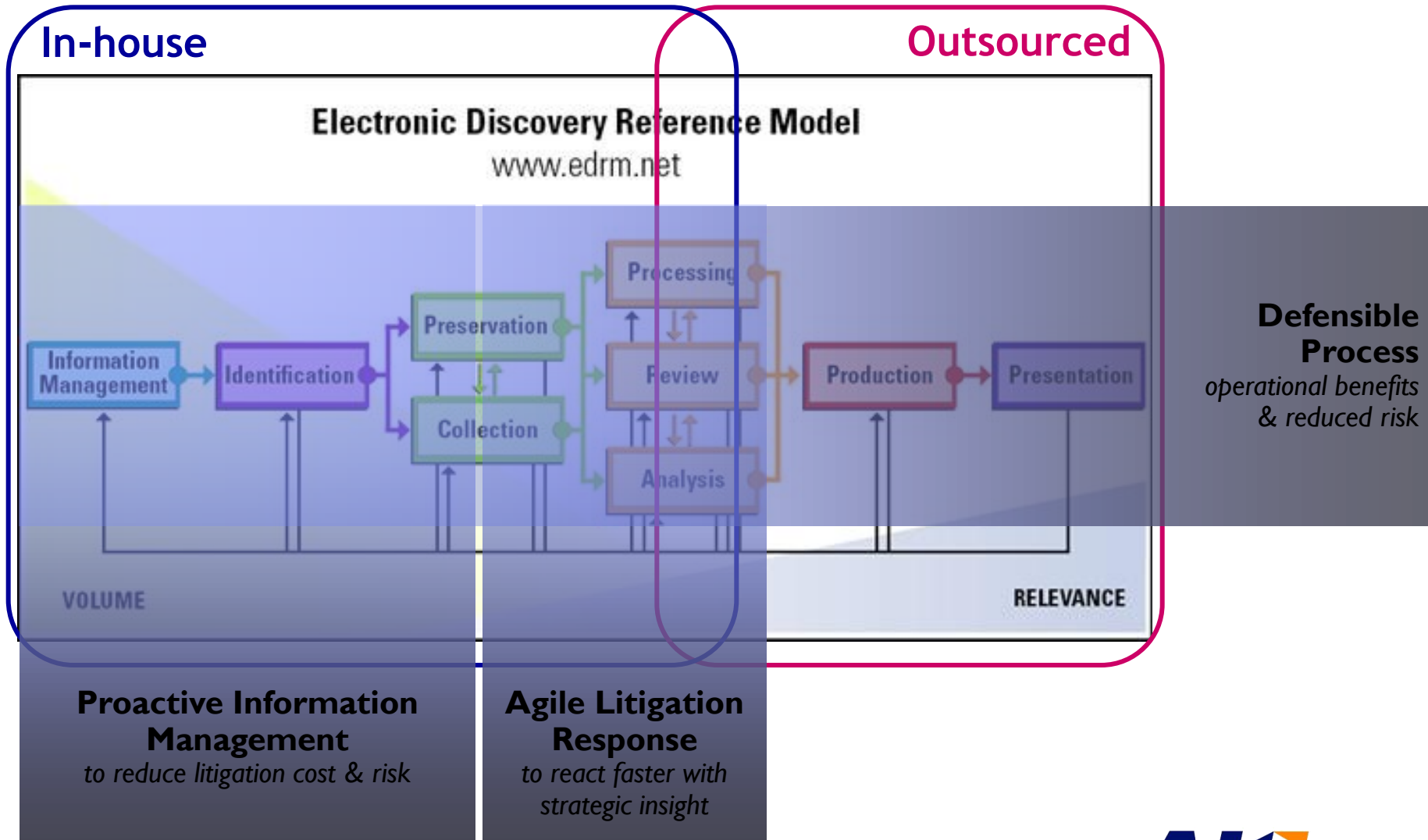
- ▶ Configured to work way lawyers expect (taxonomy based on practice area, clients, matters, documents)
- ▶ Pre-configured solution for Legal so can be piloted in days
- ▶ Complete audit trail of document access/edits
- ▶ Reduces administrative workload of filing/retrieving content
- ▶ Content accessible remotely
- ▶ Reminders, milestones and events can be automated
- ▶ Workshare integration for document comparison
- ▶ Sophisticated tools to support eDiscovery to gain insight into facets and relevant players in a case and to focus on relevant content subset
- ▶ Additional modules extend capability to manage legal hold process during litigation
- ▶ IBM ECM provides platform for growth



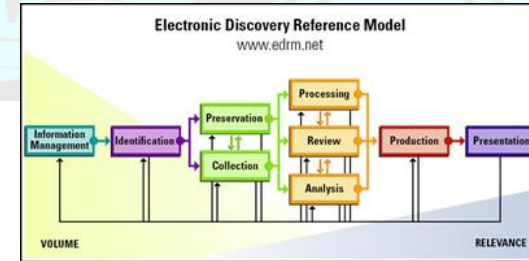
# eDiscovery



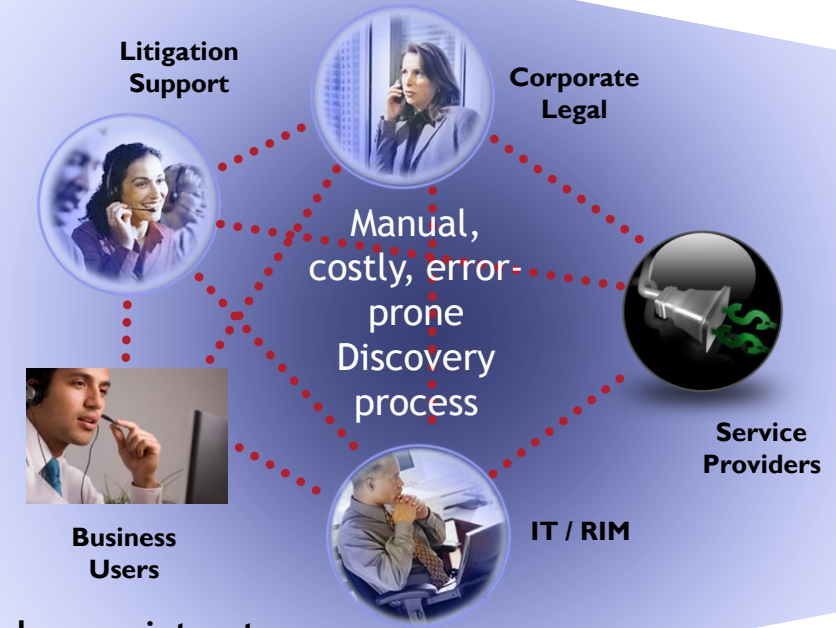
# Best Practice Approach to eDiscovery



# Traditional, reactive eDiscovery

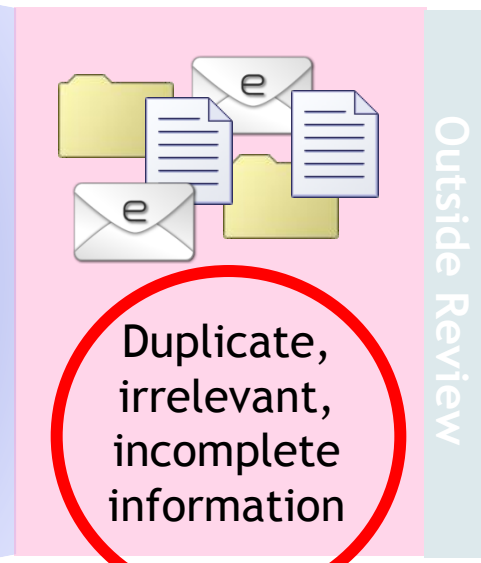


Disorganized, dispersed, lost or overly retained information



Inconsistent information

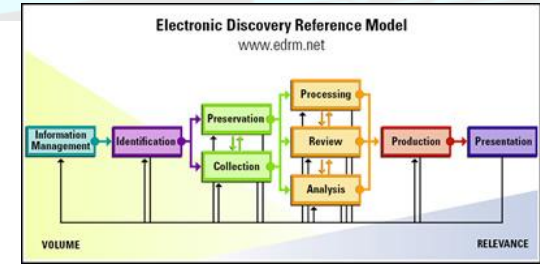
Fully reactive



Drives high cost & risk



# Agile eDiscovery – Capture, Classify, Retain, Discover



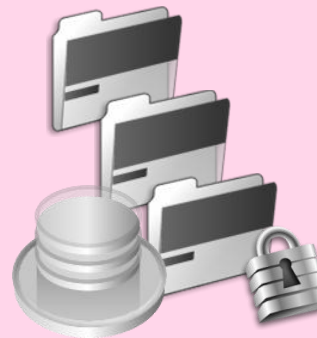
Disorganized, dispersed, or lost information

Proactive ESI Management

Content Collection & Archiving

Automatic Classification

Records/Retention Management



Organized, secure, trusted information

Agile eDiscovery Response

eDiscovery Search & Analytics



Relevant, insightful, review-ready information

*Reduced cost & risk*

Volume



Relevance

# IBM eDiscovery

- ▶ Early case assessment & smart culling to increase agility and lower review cost
- ▶ Tool for lawyers, legal analysts and supporting specialists to:
  - ▶ Quickly reduce case matter to a much smaller and relevant data set
  - ▶ Gain early insight into a case, understand key facts, communication patterns and threads, locate key pieces of evidence, and form early case strategies
  - ▶ Flag, dynamically link related concepts, detect near-duplicates, organize and prioritize documents for review
  - ▶ Gain a clear view of available case matter, prepare query set reports with search result counts to effectively negotiate queries and terms during Meet & Confer
  - ▶ Preserve chain of custody to ensure security, auditability, and defensibility

The screenshot shows the IBM eDiscovery Manager interface. The top navigation bar includes 'Case Information', 'Search', and 'Folders'. The 'Search' tab is active, displaying search criteria and a list of 19 total results. The search results table has columns for Date, From, To, and Subject. A preview window is open for a message dated April 9, 2001, with the subject 'FIND THE PEACH'. The preview shows the sender, recipient, and the body text of the email, which includes a search query: '(/phrase/"attached file" AND (/phrase/"confidentiality agreement" AND (/legal\_concepts/"Confidential Communication" AND (/fileext/"email" AND \*:\*)))'. The interface also shows a status bar at the bottom indicating '10/16/08 2:56 PM [PDF] Successfully connected.'

The screenshot shows the IBM InfoSphere eDiscovery Analyzer interface. The top navigation bar includes 'Administration', 'Search', and 'Current Case: Litigation vs. California (Change Case)'. The 'Search' tab is active, displaying a search query: '(/phrase/"attached file" AND (/phrase/"confidentiality agreement" AND (/legal\_concepts/"Confidential Communication" AND (/fileext/"email" AND \*:\*)))'. The interface features a network diagram showing relationships between domains and individuals. The diagram includes nodes for 'ella', 'lou', 'christian', 'sam', 'kevin', 'andrew', 'jacob', 'luke', 'jack', 'ken', 'nancy', 'shioe', 'james', 'john', 'brianna', 'anthony', 'samantha', 'abigail', 'bigall', 'jack', 'nita', and 'nanor'. The interface also shows a list of search results, including a document titled 'Summary' with a snippet: 'Ray Do we have a Confidentiality Agreement in place with this entity?— Forwarded by Gerald Nemecc/HOU/ECT ... Nos. 1 and 2 Governor Bill Daniels wells, North Moss Bluff Field, Liberty County, Texas(See attached file: ruth.odg) ...'. The interface also shows a status bar at the bottom indicating 'Transferring data from 192.168.72.129.'

# Other Altien ECM Solutions

# Altien ECM Offerings

Customers

Case Management

Purchase to Pay

Altien4 Exec

Altien4 Procurement



Facilities Management

Customer Services

Finance and Payroll

Executive Support

Contracts and Procurement



Facilities Management

Contracts Plans Certs

Correspondence Inv. Co. Notes

Sales Ledger Statements Tax Re Payrc Tax Bills

Minutes Resolutions Constitutional Registrars

Contracts Tenders Quotations Purchase Order Register

?

IBM P8

Contracts Health and Safety

Resolutions Ltd. Reg. Certs

Manuals Specifications Service Agreements

Documents Electronic Emails

Resolutions Ltd. Reg. Certs

Contracts Health and Safety

HR



IT

Marketing

Legal

HR

Altien4FM

Altien4IT

Altien4 Marketing

Altien4Legal

Altien4HR

# ROI and Customer Stories

# Return on Investment

20 User  
Department

FTE  
£35,000

Average  
Time Saved  
per day:  
20 mins

**ROI**  
**12 months**



# Customer Quotes

“Your system is so easy-to-use – the team really likes it!”

“Altien...was the best decision we ever made!”

“It looks awesome!”

“We are now able to deliver the right document at the right time to any of our global locations”

We showed the team your solution; they were so happy, we almost had a round of applause!”

# Altien Success Stories

- ▶ Zurich: originally for a small 50 man department; currently used by several divisions and still growing
- ▶ Chevron: originally used on a single oil rig in the Gulf of Mexico; now used by thousands of users in US & Australia
- ▶ TxDot: originally a few hundred HR and IT users; within two years rolled out to thirty locations and 5000+ users
- ▶ Tucson Electric Power: originally used by a single department; currently used across the organisation
- ▶ Duke Energy: originally used for managing legal holds; now being rolled out for the corporate legal desktop
- ▶ MassMutual: competed and won against Autonomy iManage and OpenText DM5 for the legal desktop