eDiscovery | Global landscape

The world, as we know it today, has shrunk, and technology has virtually changed the way business is carried out. Therefore, it is critical that all businesses and organisations are aware of, and in compliance with, the numerous regulations, treaties and agreements that govern the global marketplace.

Millions of zettabytes of data is generated and stored all around the globe. This can pose as a challenge when data has to be collected, analysed or produced for the purpose of litigation, government requests or investigations. It can be a complicated and expensive process, which has led to an ever increasing demand for managed review services.

Data protection regulations and cloud-based solutions are reshaping the eDiscovery landscape.

Increasing foreign investments in India and China are driving the need for managed review services.

Increasing volumes of data
Rising numbers of criminal activities and disputes
Lack of automation
Rising costs of regulatory compliance
Dearth of specialised professionals
Evolving technological environment
Increased organisational complexity — Decentralised operations

eDiscovery market estimated to grow at CAGR 9.5% from 2019 to 2024\textsuperscript{1} with Asia Pacific being the fastest growing market

Data processing solutions for eDiscovery are expected to have the largest market size by 2021\textsuperscript{2}

U.S. accounts for 73 per cent of the market share, and is expected to increase\textsuperscript{3}

\textsuperscript{1} eDiscovery Market - Mordoring Intelligence
\textsuperscript{2} eDiscovery market by component, Markets and Markets, June 2018
\textsuperscript{3} 21 Ediscovery industry statistics and trends, Brandonalle, May 2018
KPMG in India’s eDiscovery hub

KPMG in India’s eDiscovery hub provides:

- EDRM reference model
- Experienced project managers with extensive experience in people and data management, processes and technology
- Impactful reporting services
- Stringent data security processes
- Mitigation of risks and expenses
- Well-defined and established Standard Operating Procedure (SOP) workflows
- Excellent infrastructure and tools
- Global technology and methodologies
- Project management support
- Machine learning/Artificial intelligence
- Quality control mechanism
- Interactive dashboard
- Information management
- Identification
- Preservation
- Collection
- Review
- Analysis
- Processing
- Production
- Presentation

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eDiscovery hub — Core services

**Electronically Stored Information (ESI) identification and collection**

- Identification and preservation of data and legal hold assistance
- Ability to acquire/collect data, onsite and offsite, securely
- Forensically-approved methodologies for ESI acquisition/collection
- Targeted and system-specific acquisitions
- Collection and preservation repository for all acquisitions.

**ESI processing**

- Targeted ESI extraction
- Customised search term analysis
- Enhanced search/culling processes to extract relevant information from the collected data
- ESI recovery (subject to issues at hand)
- Use of advanced analytical tools such as document analytics, email threading and near duplicate identification.

**ESI review**

- Interactive dashboard view
- Consistent document review methodology with multilingual capabilities using a team of qualified attorneys, accountants and investigations’ staff
- Defined escalation matrix
- Customised coding channels
- Updated SOP and training manuals
- Predictive coding using specialised techniques of AI/ML
- Litigation support and readiness.

**Reporting**

- Access to various types of reporting
- Timeline view of the case and custodian history to enhance analytics
- Visualisation tools for performing analytics
- Workflow and project status reporting
- Customisable MIS generation
- Support for translation, redaction and highlights for reporting.
## Engagement experiences

### Client: A multidisciplinary consulting and engineering firm

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<thead>
<tr>
<th>Issue</th>
<th>What we did</th>
<th>Key output</th>
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| • Allegation of funds being routed from the UAE entity to its Indian subsidiary for payments to government officials for obtaining permits | • Identified and acquired potentially relevant sources of ESI including laptops, email servers, file server  
• Provided access to reviewers from different locations and supported them around the clock  
• Reviewed relevant data by applying filters and data culling methods. | • Identified payments that were processed towards agency fee potentially to soliciting business from government clients in the UAE  
• Identified potential permit fees and facilitation charges to various authorities to obtain approvals relevant to projects  
• Identified the extent of such practices and employees potentially involved. |

**Scope of work:** Over 50 custodians More than 450 GB data

### Client: A heavy machinery manufacturing company

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| • Allegation of potential involvement of employees of the central procurement department and accepting bribes for contracts awarded and other misconduct  
• Additional suspected individuals identified through field enquiries. | • Identified and acquired devices allocated to 25 suspected individuals recognised during field enquiries  
• Provided access to reviewers from different locations and support them around the clock  
• Reviewed ESI for relevance and catalogued into various issues. | • Identified relevant evidence of quotation fabrication and vendor favouritism  
• Identified the extent of such practices and employees potentially involved through review of ESI |

**Scope of work:** Over 25 custodians More than 500 GB data
Why choose KPMG in India?

- Cybersecurity certifications
- Controlled access to data and enhanced anti-virus protections
- Disaster recovery mechanisms
- Highly secure infrastructure and data protection protocols

- Project management capability and process controls
- 125 lawyers/accountants with subject matter expertise
- Professionals formerly trained in Canada and U.S.A
- CEH, CHFI, CISA, MCSE, CCNA including Relativity certified professionals

Excellent client service — short response times
- Ease of access and client interfacing
- Customised eDiscovery offerings
- Instant fulfilment of various in-house staffing and training needs

- No subcontractors or third parties
- Global reach with multi-linguistic capabilities
- Ability to review and benchmark litigation readiness
- Assistance with production of documents

- Adoption and investment in machine learning and artificial intelligence
- Continuous improvements in business and operational processes
- Innovations based on advanced technologies leading to enhanced analytical capabilities