

2006 Socha-Gelbmann *Electronic Discovery Survey* 

Prepared Exclusively for
[Subscriber]

[Month Day], 2006

by

George J. Socha, Jr.
Socha Consulting LLC
651.690.1739
george@sochaconsulting.com
www.sochaconsulting.com

Thomas A. Gelbmann, Jr.
Gelbmann & Associates
651.483.0022
tom@gelbmann.biz
www.gelbmann.biz

FOR INTERNAL SUBSCRIBER USE ONLY – NOT FOR REDISTRIBUTION

© 2006. Socha Consulting LLC and Gelbmann & Associates. All rights reserved.

Table of Contents

I.	Executive Summary	1
A.	Introduction and Scope	1
B.	2005 Market Size and Shares.....	1
C.	Projections for 2006 to 2008.....	2
D.	The Top Service Providers.....	3
1.	Overall.....	3
2.	By Selected Criteria	4
3.	By Electronic Discovery Stage	6
E.	The Top Software Providers	8
F.	Market Drivers	9
G.	Market Opinions	9
H.	Demand and Capacity	9
II.	Market Size	10
A.	Definitions.....	10
1.	Scope.....	10
2.	Tiers	11
3.	Stages	11
B.	2005 Estimated Market Size	13
1.	2005 Total Electronic Discovery Market.....	13
2.	Market Shares	14
C.	2006-2008 Projections	15
1.	Aggregate Market	15
2.	Upward Pressures.....	16
3.	Downward Pressures.....	16
4.	Converging Expectations	16
III.	2005 Market Leaders	18
A.	Overall 2005 Market Leaders	18
1.	The Top Five 2005 Market Leaders: 1-5	18
2.	The Next Five 2005 Market Leaders: 6-10.....	18
3.	The Next Ten 2005 Market Leaders: 11-20.....	19
B.	2005 Market Leaders by Selected Criteria.....	19
1.	Experience.....	19
2.	Capacity	20
3.	Law Firm Rankings.....	20
C.	2005 Market Leaders by Stage of Electronic Discovery	21
1.	Identification.....	21
2.	Preservation.....	21
3.	Collection.....	21
4.	Processing	22
5.	Review	22
6.	Analysis.....	22
7.	Production.....	23
D.	The Ranking Model	23

IV.	Perspectives.....	24
A.	Electronic Discovery Services	25
1.	Electronic Discovery Services in Greatest Demand	25
2.	Electronic Discovery Services in Least Demand.....	27
3.	Fastest Growing Electronic Discovery Services.....	30
4.	Fastest Shrinking Electronic Discovery Services	33
B.	Electronic Discovery Software	36
1.	Electronic Discovery Software in Greatest Demand	36
2.	Electronic Discovery Software in Least Demand.....	39
3.	Fastest Growing Electronic Discovery Software.....	42
4.	Fastest Shrinking Electronic Discovery Software	45
C.	Industry Issues	48
1.	Most Frequently Heard Concerns about the Electronic Discovery Industry	48
2.	Where the Electronic Discovery Industry is Strongest.....	51
3.	Where the Electronic Discovery Industry is Weakest	54
4.	Where the Electronic Discovery Industry is Growing	57
5.	Where the Electronic Discovery Industry is Shrinking	60
D.	Market Growth Expectations	64
V.	Provider Revenue: 2005 and Anticipated	67
A.	Percentage from Electronic Discovery Services.....	67
B.	Revenue from Electronic Discovery Services	71
C.	Revenue from Electronic Discovery Software	78
VI.	Demand for Electronic Discovery Services & Software	84
A.	Metrics for Measuring Demand.....	84
B.	Consumer Demand.....	85
1.	Number of Cases.....	85
2.	Size of Projects	91
VII.	Provider Capacity.....	95
A.	Metrics for Measuring Capacity	95
B.	Estimated Provider Capacity.....	95
1.	Storage Capacity	95
2.	Processing Capacity	101
3.	Number of Projects	105
4.	Size of Projects	124
5.	Duration of Projects	130
VIII.	Types of Cases with Electronic Discovery	136
A.	Consumers.....	137
1.	Law Firms	137
2.	Corporations.....	141
B.	Providers	144
1.	General Categories.....	144
2.	Litigation.....	148
3.	Regulatory/Investigations	150
4.	By Electronic Discovery Stages.....	152
IX.	Types of Data Handled	162

A.	By Consumers.....	162
B.	By Providers.....	164
X.	Who Buys Electronic Discovery Services.....	165
A.	Type of Organization.....	165
B.	Size of Law Firm.....	175
C.	Size of Corporation.....	180
D.	Size of Corporate Legal Department.....	181
XI.	Who Buys Electronic Discovery Software.....	182
A.	Type of Organization.....	182
B.	Size of Law Firm.....	183
XII.	Who Influences the Decision of Which Providers to Use.....	184
A.	Law Firm Views.....	185
B.	Corporation Views.....	188
C.	Provider Views.....	192
1.	Type of Organization Exerting Greatest Influence.....	192
2.	Influencers with Law Firms.....	195
3.	Influencers within Corporations.....	200
XIII.	Who Controls the Consumer-Provider Relationship.....	205
A.	Law Firm View.....	205
B.	Provider View.....	206
XIV.	Preferred Provider Relationships.....	208
A.	Law Firm View.....	208
B.	Provider View.....	211
XV.	Fee Structures.....	213
A.	Consumer View.....	213
B.	Provider View.....	213
XVI.	Software: What Consumers Are Using.....	214
A.	Law Firms.....	215
1.	Software Products Used.....	215
2.	Number of Seats in Use.....	217
3.	Number of People Using the Software.....	218
4.	Frequency of Use.....	219
5.	Satisfaction Levels.....	220
6.	Usage by Electronic Discovery Stage.....	221
B.	Corporations.....	226
1.	Software Products Used.....	226
2.	Number of People Using the Software.....	227
3.	Frequency of Use.....	228
4.	Satisfaction Levels.....	229
5.	Usage by Electronic Discovery Stage.....	230
C.	Providers as Software Consumers.....	231
1.	Number of Programs Used by Providers.....	231
2.	Software Products Used.....	232
3.	Years of Usage.....	234
4.	Number of Copies Installed.....	235

5.	Number of Seats in Use	236
6.	Number of People Using the Software	237
7.	Frequency of Use	238
8.	Satisfaction Levels	240
9.	Usage by Electronic Discovery Stage.....	242
XVII.	Methodology	249
A.	Research.....	249
1.	Interviews and Spreadsheets	249
2.	Published Information.....	249
B.	Analysis.....	250
1.	Analytical Spreadsheets	250
2.	Ranking Models	250
3.	Market Sizing Model	253
XVIII.	Demographics	254
A.	Interviewee Demographics	254
1.	Law Firms	254
2.	Corporations.....	262
3.	Providers	266
B.	Provider Composition	268
1.	Geographical Coverage.....	268
2.	Offices.....	274
3.	Employees.....	280
4.	Electronic Discovery Services by Stages.....	286
C.	Providers' Years of Electronic Discovery Experience	291
1.	Years Providers Established	291
2.	Years Providers Began Automated Litigation Support	292
3.	Years Providers Began Electronic Discovery.....	293
XIX.	Disclosure	294

Table of Tables

Table 1: 2005 Market Size – Dollars (A01).....	2
Table 2: 2005 Market Size - Percentage Changes (A01).....	2
Table 3: Market Size Projections - 2006 to 2008 (A01).....	2
Table 4: Top 5 2005 Market Leaders – Service Providers (A02).....	3
Table 5: Top 6-10 2005 Market Leaders – Service Providers (A02)	3
Table 6: 11-20 2005 Market Leaders – Service Providers (A02).....	3
Table 7: Top 20 Providers Based on Experience (A02)	4
Table 8: Top 20 Providers Based on Capacity (A02).....	5
Table 9: Top 20 Providers Based on Law Firm Rankings (A02)	5
Table 10: Top Providers - Identification (A02).....	6
Table 11: Top Providers - Preservation (A02).....	6
Table 12: Top Providers - Collection (A02).....	6
Table 13: Top Providers - Processing (A02)	7
Table 14: Top Providers - Review (A02)	7
Table 15: Top Providers - Analysis (A02).....	7
Table 16: Top Providers - Production (A02).....	8
Table 17: Top 5 2005 Market Leaders – Software Providers (A02)	8
Table 18: Top 6-10 2005 Market Leaders – Software Providers (A02).....	8
Table 19: 2005 Total Electronic Discovery Market (A01).....	13
Table 20: Growth Projections - Law Firm, Corporation & Provider Points of View (A01)	17
Table 21: Top 5 2005 Market Leaders (A02).....	18
Table 22: Top 6-10 2005 Market Leaders (A02).....	18
Table 23: 11-20 2005 Market Leaders (A02)	19
Table 24: Top 20 Providers Based on Experience (A02)	19
Table 25: Top 20 Providers Based on Capacity (A02).....	20
Table 26: Top 20 Providers Based on Law Firm Rankings (A02)	20
Table 27: Top Providers - Identification (A02).....	21
Table 28: Top Providers - Preservation (A02).....	21
Table 29: Top Providers - Collection (A02).....	21
Table 30: Top Providers - Processing (A02)	22
Table 31: Top Providers - Review (A02)	22
Table 32: Top Providers - Analysis (A02).....	22
Table 33: Top Providers - Production (A02).....	23
Table 34: Number of Electronic Discovery Cases by Case Size (LA10-C01).....	85
Table 35: Number of Electronic Discovery Cases by Case Size: Ranges (LA10-C01a)	86
Table 36: Number of Electronic Discovery Cases – All Sizes (LA10-C02).....	87
Table 37: Number of Electronic Discovery Cases - Large Cases (LA10-C03).....	88
Table 38: Preferred Providers as Reported by Law Firms (LA14).....	209
Table 39: Fee Structures - Consumers (CA07).....	213
Table 40: Fee Structures - Providers (PA25).....	214
Table 41: Electronic Discovery Software Used by Corporations (CA06).....	226
Table 42: Software Usage by Stage (PA11-C05)	242

Table of Figures

Figure 1: EDRM Model.....	12
Figure 2: Estimated 2005 Revenue & Market Share - Tiers (A01-C01).....	14
Figure 3: Estimated & Projected Electronic Discovery Market (A01-C02).....	15
Figure 4: Estimated & Projected Electronic Discovery Market Comparisons (A01-C03)	16
Figure 5: Services in Greatest Demand - Law Firm View (LA02-C13).....	26
Figure 6: Services in Greatest Demand - Corporation View (CA02-C02).....	26
Figure 7: Services in Greatest Demand - Provider View (PA02-C13).....	27
Figure 8: Services in Least Demand - Law Firm View (LA02-C12).....	28
Figure 9: Services in Least Demand - Corporation View (CA02-C03).....	29
Figure 10: Services in Least Demand - Provider View (PA02-C12).....	30
Figure 11: Services with Greatest Growth - Law Firm View (LA02-C11).....	31
Figure 12: Services with Greatest Growth - Corporation View (CA02-C13).....	32
Figure 13: Services with Greatest Growth - Provider View (PA02-C11).....	33
Figure 14: Fastest Shrinking Services - Law Firm View (LA02-C10).....	34
Figure 15: Fastest Shrinking Services - Corporation View (CA02-C04).....	35
Figure 16: Fastest Shrinking Services - Provider View (PA02-C10).....	36
Figure 17: Software in Greatest Demand - Law Firm View (LA02-C09).....	37
Figure 18: Software in Greatest Demand - Corporation View (CA02-C05).....	38
Figure 19: Software in Greatest Demand - Provider View (PA02-C09).....	39
Figure 20: Software in Least Demand - Law Firm View (PA02-C08).....	40
Figure 21: Software in Least Demand - Corporation View (CA02-C06).....	41
Figure 22: Software in Least Demand - Provider View (PA02-C08).....	42
Figure 23: Fastest Growing Software - Law Firm View (PA02-C14).....	43
Figure 24: Fastest Growing Software - Corporation View (CA02-C07).....	44
Figure 25: Fastest Growing Software - Provider View (PA02-C07).....	45
Figure 26: Fastest Shrinking Software - Law Firm View (LA02-C07).....	46
Figure 27: Fastest Shrinking Software - Corporation View (CA02-C14).....	47
Figure 28: Fastest Shrinking Software - Provider View (PA02-C06).....	48
Figure 29: Concerns - Law Firm View (LA02-C06).....	49
Figure 30: Concerns - Corporation View (CA02-C08).....	50
Figure 31: Concerns - Provider View (PA02-C05).....	51
Figure 32: Strengths - Law Firm View (LA02-C05).....	52
Figure 33: Strengths - Corporation View (CA02-C09).....	53
Figure 34: Strengths - Provider View (PA02-C04).....	54
Figure 35: Weaknesses - Law Firm View (LA02-C04).....	55
Figure 36: Weaknesses - Corporation View (CA02-C10).....	56
Figure 37: Weaknesses - Provider View (PA02-C03).....	57
Figure 38: Growth - Law Firm View (LA02-C03).....	58
Figure 39: Growth - Corporate View (CA02-C11).....	59
Figure 40: Growth - Provider View (PA02-C02).....	60
Figure 41: Shrinkage - Law Firm View (LA02-C02).....	61
Figure 42: Shrinkage - Corporation View (CA02-C12).....	62

Figure 43: Shrinkage - Provider View (PA02-C01) 63

Figure 44: Market Growth/Shrinkage - Law Firm View (LA02-C01)..... 64

Figure 45: Market Growth/Shrinkage - Corporate View (CA02-C01)..... 65

Figure 46: Market Growth/Shrinkage - Provider View (PA02-C14) 66

Figure 47: Revenue - % from Electronic Discovery Services - 2005-2008 (PA16-C33) 67

Figure 48: Revenue - % for Electronic Discovery Services - 2005 (PA16-C07) 68

Figure 49: Revenue - % from Electronic Discovery Services – 2007(PA15-C21) 69

Figure 50: Revenue - % from Electronic Discovery Services – 2008 (PA15-C28) 70

Figure 51: Revenue - From Electronic Discovery Services - 2005 (PA16-C05) 71

Figure 52: Revenue - From Electronic Discovery Software and Services - 2005 (PA16-C06)..... 72

Figure 53: Revenue - From Electronic Discovery Services - 2006 (PA16-C12) 73

Figure 54: Revenue - From Electronic Discovery Software and Services - 2006 (PA16-C13)..... 74

Figure 55: Revenue - From Electronic Discovery Services - 2007 (PA16-C) 75

Figure 56: Revenue - From Electronic Discovery Software and Services - 2007 (PA16-C)..... 76

Figure 57: Revenue - From Electronic Discovery Services - 2008 (PA16-C26) 77

Figure 58: Revenue - From Electronic Discovery Software and Services - 2008 (PA16-C27)..... 78

Figure 59: Revenue - From Electronic Discovery Software - 2005 (PA16-C02)..... 79

Figure 60: Revenue - From Electronic Discovery Software - 2006 (PA16-C09)..... 80

Figure 61: Revenue - From Electronic Discovery Software - 2007 (PA16-C18)..... 81

Figure 62: Revenue - From Electronic Discovery Software - 2008 (PA16-C25)..... 82

Figure 63: Revenue - From Electronic Discovery Software 2005 - 2008 (PA16-C32)... 83

Figure 64: Number of Electronic Discovery Cases - Medium Cases (LA10-C04) 89

Figure 65: Number of Electronic Discovery Cases - Small Cases (LA10-C05) 90

Figure 66: Number of Electronic Discovery Cases by Case Size - Ranges (LA10-C06) 91

Figure 67: Number of Electronic Discovery Cases by Case Size: % Distribution – 2005 (LA10-C01)..... 92

Figure 68: Number of Electronic Discovery Cases by Case Size - % Distribution – 2006 (LA10-C02)..... 93

Figure 69: Number of Electronic Discovery Cases by Case Size - % Distribution – 2007 (LA10-C03)..... 93

Figure 70: Number of Electronic Discovery Cases by Case Size - % Distribution – 2008 (LA10-C04)..... 94

Figure 71: Maximum Storage Capacity (TB) (PA10-C01) 96

Figure 72: % Average Storage Capacity (PA10-C02)..... 97

Figure 73: Average Storage Capacity Used (TB) (PA10-C04) 98

Figure 74: % of Storage Capacity Used – Peak (PA10-C03) 99

Figure 75: Peak Storage Capacity Actually Used in 2005 (TB) (PA10-C04) 100

Figure 76: % Average vs. Peak Storage Capacity (TB) (PA10-C02)..... 100

Figure 77: Maximum Daily Processing Capacity (GB) (PA10-C05)..... 101

Figure 78: Maximum Daily Processing Capacity (Pages) (PA10-C05) 102

Figure 79: Average Daily Processing Capacity (%) (PA10-C06) 103

Figure 80: Peak Daily Processing Capacity Used (%) (PA10-C06)..... 104

Figure 81: Number of Electronic Discovery Projects – without outlier (PA12-C09a)... 105

Figure 82: Number of Electronic Discovery Projects by Project Size (PA12-C07)..... 106

Figure 83: Number of Electronic Discovery Projects by Project Size – without outlier (PA12-C08)..... 107

Figure 84: Number of Electronic Discovery Projects by Project Size without outlier: Range (PA12-C08a)..... 108

Figure 85: Number of Electronic Discovery Projects – Large Projects (PA12-C10)..... 109

Figure 86: Number of Electronic Discovery Projects –Medium Projects (PA12-C11).. 110

Figure 87: Number of Electronic Discovery Projects – Small Projects without outlier (PA12-C12a)..... 111

Figure 88: Number of Electronic Discovery Projects by Stage - Total (PA12-C13) 112

Figure 89: Number of Electronic Discovery Projects by Stage – High Count (PA12-C14) 113

Figure 90: Number of Electronic Discovery Projects by Stage – Low Count (PA12-C15) 113

Figure 91: Number of Electronic Discovery Projects by Stage – Average (PA12-C16) 114

Figure 92: Number of Electronic Discovery Projects by Stage – Median (PA12-C17). 115

Figure 93: Number of Electronic Discovery Projects by Stage – Identification (PA12-C18)..... 116

Figure 94: Number of Electronic Discovery Projects by Stage – Preservation (PA12-C19) 117

Figure 95: Number of Electronic Discovery Projects by Stage – Collection (PA12-C20) 118

Figure 96: Number of Electronic Discovery Projects by Stage – Processing (PA12-C21) 119

Figure 97: Number of Electronic Discovery Projects by Stage – Review (PA12-C22). 120

Figure 98: Number of Electronic Discovery Projects by Stage – Analysis (PA12-C23) 121

Figure 99: Number of Electronic Discovery Projects by Stage – Production (PA12-C24) 122

Figure 100: Number of Electronic Discovery Projects by Stage – Presentation (PA12-C25)..... 123

Figure 101: Size of Electronic Discovery Projects – Large Projects (PA12-C01)..... 124

Figure 102: Size of Electronic Discovery Projects – Large Projects: Range (PA12-C01a) 125

Figure 103: Size of Electronic Discovery Projects (GB) - Large Projects (PA12-C05) 125

Figure 104: Size of Electronic Discovery Projects – Medium Projects (PA12-C02)..... 126

Figure 105: Size of Electronic Discovery Projects – Medium Projects: Range (PA12-C02a)..... 127

Figure 106: Size of Electronic Discovery Projects (GB) - Medium Projects (PA12-C06) 127

Figure 107: Size of Electronic Discovery Projects – Small Projects (PA12-C03)..... 128

Figure 108: Size of Electronic Discovery Projects – Small Projects: Range (PA12-C03a) 129

Figure 109: Size of Electronic Discovery Projects (GB) - Small Projects (PA12-C06) 130

Figure 110: Electronic Discovery Project Duration - All (PA14-C01) 131

Figure 111: Electronic Discovery Project Duration – All: Range (PA14-C02) 131

Figure 112: Electronic Discovery Project Duration - All (PA14-C03) 132

Figure 113: Electronic Discovery Project Duration - Longest (PA14-C04)..... 133

Figure 114: Electronic Discovery Project Duration - Average (PA14-C05)..... 134

Figure 115: Electronic Discovery Project Duration - Shortest (PA14-C06) 135

Figure 116: Types of Cases with Electronic Discovery – General Categories (LA09-C01)
..... 137

Figure 117: Types of Cases with Electronic Discovery – Number of Cases for 2005
(LA09-C05)..... 138

Figure 118: Types of Cases with Electronic Discovery (LA09-C02)..... 139

Figure 119: Types of Cases with Electronic Discovery – Number of Cases (LA09-C03)
..... 139

Figure 120: Types of Cases with Electronic Discovery – Cases by Type (LA09-C04). 140

Figure 121: Types of Cases with Electronic Discovery – Number of Cases for 2006: Law
Firms (LA09-C06) 141

Figure 122: Types of Cases with Electronic Discovery – Number of Cases for 2005:
Corporate (LA09-C01)..... 142

Figure 123: Types of Cases with Electronic Discovery – Number of Cases for 2006:
Corporate (LA09-C02)..... 143

Figure 124: Types of Cases with Electronic Discovery – General Categories (PA09-C01)
..... 144

Figure 125: Types of Cases with Electronic Discovery by Number of Providers (PA09-
C02)..... 145

Figure 126: Types of Cases with Electronic Discovery by Number of Cases (PA09-C03)
..... 145

Figure 127: Types of Cases with Electronic Discovery – All Types (PA09-C04)..... 146

Figure 128: Types of Cases with Electronic Discovery – All Types: Cases (PA09-C05)
..... 147

Figure 129: Types of Cases with Electronic Discovery – Litigation (PA09-C06)..... 148

Figure 130: Types of Cases with Electronic Discovery – Litigation Cases (PA09-C07)149

Figure 131: Types of Cases with Electronic Discovery – Regulatory Investigation (PA09-
C07)..... 150

Figure 132: Types of Cases with Electronic Discovery – Regulatory Investigation Cases
(PA09-C08)..... 151

Figure 133: Types of Cases with Electronic Discovery – Total by Stages (PA09-C09) 152

Figure 134: Types of Cases with Electronic Discovery by Stage (PA09-C10)..... 153

Figure 135: Types of Cases with Electronic Discovery by Stage: Identification (PA09-
C11)..... 154

Figure 136: Types of Cases with Electronic Discovery by Stage: Preservation (PA09-
C12)..... 155

Figure 137: Types of Cases with Electronic Discovery by Stage: Collection (PA09-C13)
..... 156

Figure 138: Types of Cases with Electronic Discovery by Stage: Processing (PA09-C14)
..... 157

Figure 139: Types of Cases with Electronic Discovery by Stage: Review (PA09-C15)	158
Figure 140: Types of Cases with Electronic Discovery by Stage: Analysis (PA09-C16)	159
Figure 141: Types of Cases with Electronic Discovery by Stage: Production (PA09-C17)	160
Figure 142: Types of Cases with Electronic Discovery by Stage: Presentation (PA09-C18)	161
Figure 143: Types of Data Handled - Law Firms (LA08-C01)	162
Figure 144: Types of Data Handled - Corporations (CA08-C01)	163
Figure 145: Types of Data Handled - Providers (PA15-C01)	164
Figure 146: Who Buys ED Services –Type of Organization (PA18-C01)	165
Figure 147: Who Buys ED Services –Type of Organization (PA18-C02)	166
Figure 148: Buys ED Services –Type of Organization (PA18-C03)	167
Figure 149: Who Buys ED Services –Type of Organization (PA18-C04)	167
Figure 150: Who Buys ED Services –Type of Organization (PA18-C05)	169
Figure 151: Who Buys ED Services –Type of Organization (PA18-C06)	170
Figure 152: Who Buys ED Services –Type of Organization (PA18-C07)	171
Figure 153: Who Buys ED Services –Type of Organization (PA18-C08)	172
Figure 154: Who Buys ED Services –Type of Organization (PA18-C09)	173
Figure 155: Who Buys ED Services –Type of Organization (PA18-C10)	174
Figure 156: Who Buys ED Services – Law Firms (PA19-C01)	175
Figure 157: Who Buys ED Services – Law Firms (PA19-C02)	176
Figure 158: Who Buys ED Services – Law Firms (PA19-C03)	176
Figure 159: Who Buys ED Services – Law Firms (PA19-C04)	177
Figure 160: Who Buys ED Services – Law Firms (PA19-C05)	177
Figure 161: Who Buys ED Services – Law Firms (PA19-C06)	178
Figure 162: Who Buys ED Services – Law Firms (PA19-C07)	178
Figure 163: Who Buys ED Services – Law Firms (PA19-C08)	179
Figure 164: Who Buys ED Services – Law Firms (PA19-C09)	179
Figure 165: Who Buys ED Services - Corporations (PA19-C01)	180
Figure 166: Who Buys ED Services – Size of Corporate Legal Department (PA21-C01)	181
Figure 167: Who Buys ED Software – Type of Organization (PA22-C01)	182
Figure 168: Who Buys ED Software (PA23-C01)	183
Figure 169: Who Influences Provider Selection – Law Firm View (LA15-C01)	185
Figure 170: Primary Influencers in Law Firms – Law Firm View (LA15-C02)	186
Figure 171: Primary Influencers in Client Organizations – Law Firm View (LA15-C03)	187
Figure 172: Who Influences Provider Selection – Corporation View (CA15-C01)	188
Figure 173: Primary Influencers in Law Firms – Corporation View (CA15-C02)	189
Figure 174: Primary Influencers in Law Firms – Corporation View (CA15-C02)	190
Figure 175: Primary Influencers in Client Organization – Corporation View (CA15-C03)	191
Figure 176: Who Influences Provider Selection within Law Firms (PA28-C01)	192
Figure 177: Who Influences Provider Selection - % View (PA28-C02)	193

Figure 178: Who Influences Provider Selection - Comments (PA28-C03) 194
 Figure 179: Who Influences Provider Selection within Law Firm (PA28-C04) 195
 Figure 180: Who Influences Provider Selection within Law Firm (PA28-C05) 196
 Figure 181: Who Influences Provider Selection within Law Firm (PA28-C06) 196
 Figure 182: Who Influences Provider Selection within Law Firm (PA28-C07) 197
 Figure 183: Who Influences Provider Selection within Law Firm (PA28-C08) 198
 Figure 184: Who Influences Provider Selection within Law Firm (PA28-C09) 199
 Figure 185: Who Influences Provider Selection within Client (PA28-C10) 200
 Figure 186: Who Influences Provider Selection within Client (PA28-C11) 201
 Figure 187: Who Influences Provider Selection within Client (PA28-C12) 201
 Figure 188: Who Influences Provider Selection within Client (PA28-C13) 202
 Figure 189: Who Influences Provider Selection within Client (PA28-C14) 203
 Figure 190: Who Influences Provider Selection within Client (PA28-C15) 204
 Figure 191: Who Controls the Consumer-Provider Relationship? (LA15-C01) 205
 Figure 192: Controls the Consumer-Provider Relationship? (PA29-C01) 206
 Figure 193: Who Controls the Consumer-Provider Relationship? (PA19-C02) 207
 Figure 194: Who Controls the Consumer-Provider Relationship? (PA19-C03) 208
 Figure 195: Consumers with Preferred Provider Programs (LA14-C02) 210
 Figure 196: Rationale for Preferred Provider Programs (LA14-C03) 210
 Figure 197: Providers Used as Preferred Providers (PA27-C01) 211
 Figure 198: Providers Used as Preferred Providers (PA27-C02) 212
 Figure 199: Providers Used as Preferred Providers (PA27-C03) 212
 Figure 200: Software Products Used – Law Firms (LA06-C01) 215
 Figure 201: Software Products – Top 20 and Ties (LA06-C02) 216
 Figure 202: Software Products - People Using the Software (LA06-C15) 218
 Figure 203: Software Products – Frequency of Use (LA06-C12) 219
 Figure 204: Software Products – Usage Satisfaction (LA06-C13) 220
 Figure 205: Software Products – Use by Stage (LA06-C11) 221
 Figure 206: Software Products – Use by Stage: Identification (LA06-C04) 222
 Figure 207: Software Products – Use by Stage: Collection (LA06-C05) 222
 Figure 208: Software Products – Use by Stage: Processing (LA06-C06) 223
 Figure 209: Software Products – Use by Stage: Review (LA06-C07) 223
 Figure 210: Software Products – Use by Stage: Analysis (LA06-C08) 224
 Figure 211: Software Products – Use by Stage: Production (LA06-C09) 224
 Figure 212: Software Products – Use by Stage: Presentation (LA06-C10) 225
 Figure 213: Software Products – Software Users (CA06-C01) 227
 Figure 214: Software Products – Frequency of Use (CA06-C03) 228
 Figure 215: Software Products - Usage Satisfaction (CA06-C02) 229
 Figure 216: Software Products - Software Use by Stage (CA06-C04) 230
 Figure 217: Software Usage – Number of Programs Used (PA11-C01) 231
 Figure 218: Software Usage by Product (PA11-C02) 232
 Figure 219: Software Usage – Grouped by Software Family (PA11-C03) 233
 Figure 220: Software Usage by Years of Use (PA11-C04) 234
 Figure 221: Software Usage – Copies Installed (PA11-C16) 235
 Figure 222: Software Usage – Seats (PA11-C15) 236

Figure 223: Software Usage – Software Users (PA11-C14)	237
Figure 224: Software Usage – Frequency of Use (PA11-C18)	238
Figure 225: Software Usage – Frequency of Use (PA11-C19)	239
Figure 226: Software Usage – Frequency of Use (PA11-C20)	239
Figure 227: Software Usage – Usage Satisfaction (PA11-C22).....	240
Figure 228: Software Usage – Usage Satisfaction (PA11-C23).....	241
Figure 229: Software Usage – Usage Satisfaction (PA11-C24).....	241
Figure 230: Software Usage by Stage (PA11-C06).....	244
Figure 231: Software Usage by Stage: Identification (PA11-C07)	244
Figure 232: Software Usage by Stage: Preservation (PA11-C08).....	245
Figure 233: Software Usage by Stage: Collection (PA11-C09)	245
Figure 234: Software Usage by Stage: Processing (PA11-C10)	246
Figure 235: Software Usage by Stage: Review (PA11-C11).....	247
Figure 236: Software Usage by Stage: Analysis (PA11-C12).....	247
Figure 237: Software Usage by Stage: Production (PA11-C13)	248
Figure 238: Sample from Ranking Spreadsheet	251
Figure 239: Law Firm Interviewee Primary Job Functions (LA01-C01).....	254
Figure 240: States Where Law Firm Interviewees Located (LA01-C03).....	255
Figure 241: Law Firm Interviewee Years of ED Experience (PA01-C06)	256
Figure 242: Law Firm Interviewee Experience with ED Stages (LA01-C07)	257
Figure 243: Law Firm Size - Number of Attorneys (CA01-C08)	258
Figure 244: Number of Law Firm Practice Support Personnel (LA01-C09)	259
Figure 245: Law Firm Geographical Coverage (LA01-C02)	260
Figure 246: Law Firm Practice Support Profile (LA01-C05).....	261
Figure 247: Corporate Interviewee Years of ED Experience (CA01-C04).....	262
Figure 248: Corporation Interviewee Experience with ED Stages (CA01-C01).....	263
Figure 249: Corporate Legal Department Size - Number of Attorneys (CA01-C02) ...	264
Figure 250: Number of Corporate Practice Support Personnel (CA01-C03).....	265
Figure 251: Provider Interviewee Primary Job Function (PA01-C05).....	266
Figure 252: State Where Provider Interviewee Located (PA01-C01).....	267
Figure 253: Services Provider Geographical Coverage - US & Regional (PA07-C01)	268
Figure 254: Services Provider Geographical Coverage - Countries Other Than US (PA07-C02).....	269
Figure 255: Geographical Services Coverage Outside US - by Provider (PA07-C03) .	270
Figure 256: Software Provider Geographical Coverage - US & Regional (PA08-C01)	271
Figure 257: Software Provider Geographical Coverage Other Than United States (PA08- C02).....	272
Figure 258: Software Provider Geographical Coverage Outside US - by Provider (PA07- C03).....	273
Figure 259: Number of Provider Offices (PA05-C04)	274
Figure 260: Provider Offices by Country (PA05-C15).....	275
Figure 261: Main Provider Offices by State (PA05-C01)	276
Figure 262: Other Provider Offices by State (PA05-C02).....	277
Figure 263: All Provider Offices by State (PA05-C03).....	278
Figure 264: Provider Offices by City (PA05-C09).....	279

Figure 265: Number of ED FTEs - Main Offices (PA05-C16) 280

Figure 266: Number of ED FTEs - Other Offices (PA05-C17)..... 281

Figure 267: Personnel Counts by Electronic Discovery Stages (PA06-C25)..... 282

Figure 268: Personnel Counts by Electronic Discovery Stages - Average & Median
 (PA06-C26)..... 283

Figure 269: Personnel Counts - Other Electronic Discovery (PA06-C28)..... 284

Figure 270: Personnel Counts - Other Electronic Discovery - Average & Median (PA05-
 C29)..... 285

Figure 271: Major Electronic Discovery Stages by Offices (PA05-C24) 286

Figure 272: Activities - Main Offices - ED Stages (PA05-C26)..... 287

Figure 273: Activities - Main Offices (PA05-C19) 288

Figure 274: Activities - All Offices - ED Stages (PA05-C30) 289

Figure 275: Activities - Other Offices (PA05-C23) 290

Figure 276: Year Provider Established (PA01-C02) 291

Figure 277: Year Provider Began Electronic Discovery (PA01-C04)..... 292

Figure 278: Year Provider Began Electronic Discovery (PA01-C03)..... 293