

NAVIGATION ... Use TAB or ARROW keys to move within this page ...
Use ENTER *only* to move to the next page or to create line breaks within multi-line response questions



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EDD Supplier Interview -- Products & Services

Welcome to the **Products & Services** section of our Interview Guide.

Please take note of the following **Links** available at the top of each page.

This section is divided into five topics:

- ▶ **Restoration & Forensic**
- ▶ **Collection & Extraction**
- ▶ **Culling**
- ▶ **Review**
- ▶ **Production**

If you have not done so already, we suggest that you may wish to [review a description of the EDD Supplier Interview Guide](#) before proceeding further.

You do NOT have to complete this section in one session. You can exit the interview at the end of any page -- we will remember your answers. When you return to the interview, you can pick up where you left off. You may also change any answers that you previously entered.

IMPORTANT: ALL of your RESPONSES *in this section* are for ATTRIBUTION and PUBLICATION in our EDD Suppliers Profiles research project.

You should NOT provide any information your company deems CONFIDENTIAL or PROPRIETARY.

You may choose to not respond to any question ... but you will not have access to results for any question you don't answer.

If you have any questions, please contact us using the contact information provided in our email

Click on the CONTINUE button below to GET STARTED



1. RESTORATION - In-house and Outsourcing

SELECT the STATEMENT which BEST DESCRIBES your APPROACH to RESTORATION project work ...

- NEVER sub-contract
 SELDOM sub-contract
 SOMETIMES sub-contract
 OFTEN sub-contract
 ALWAYS sub-contract

2. RESTORATION - Media

CHECK ALL of the following MEDIA with which your company has DIRECT and SUBSTANTIAL EDD RESTORATION EXPERIENCE. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- | | | | | |
|------------------------------|--|--|------------------------------------|---|
| <input type="checkbox"/> CD | <input type="checkbox"/> DLT Tape | <input type="checkbox"/> Unix Hard Drive | <input type="checkbox"/> Cell | <input type="checkbox"/> Memory Stick-Key FOB |
| <input type="checkbox"/> DVD | <input type="checkbox"/> PC Hard Drive | <input type="checkbox"/> Tape - | <input type="checkbox"/> Phone | <input type="checkbox"/> MP3 Players |
| <input type="checkbox"/> DAT | | Mainframe | <input type="checkbox"/> PDA | <input type="checkbox"/> Floppies - All Sizes |
| Tape | <input type="checkbox"/> Mac Hard | <input type="checkbox"/> Optical Drive | <input type="checkbox"/> ZIP Drive | <input type="checkbox"/> Other (List): |
| | Drive | | | <input type="text"/> |

3. RESTORATION - Operating Systems

CHECK ALL of the following OPERATING SYSTEMS with which your company has DIRECT and SUBSTANTIAL EDD RESTORATION EXPERIENCE. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- | | | | | |
|---------------------------------------|-------------------------------------|-----------------------------------|-------------------------------------|--|
| <input type="checkbox"/> Windows XT | <input type="checkbox"/> Windows 9x | <input type="checkbox"/> Max OS X | <input type="checkbox"/> Unix (any | <input type="checkbox"/> Mainframe (any version) |
| <input type="checkbox"/> Windows NT / | <input type="checkbox"/> DOS (any | <input type="checkbox"/> MAC - | version) | <input type="checkbox"/> Other (List): |
| 2000 | version) | Older OS | <input type="checkbox"/> Linux (any | <input type="text"/> |
| | | | version) | |

4. RESTORATION - Database Applications

CHECK ALL of the following DATABASE SOFTWARE APPLICATIONS with which your company has DIRECT and SUBSTANTIAL EDD EXPERIENCE. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- Oracle DB
 Informix DB
 IBM IMS
 MySQL
 MS Access

- Microsoft SQL DB
 Red Brick DB
 FoxPro
 Sybase
 IBM DB2
 Other (List):

5. FORENSICS - In-house and Outsourcing

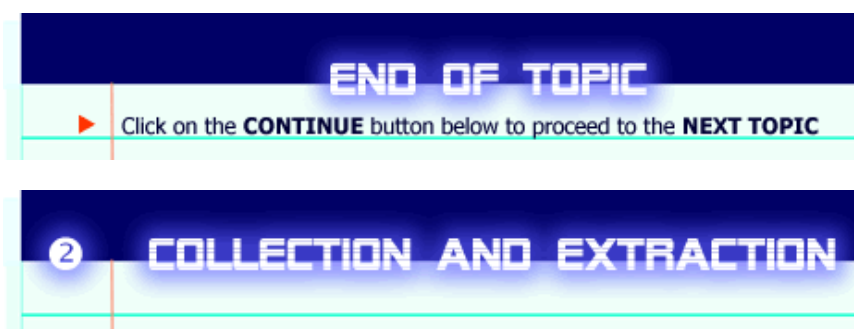
SELECT the STATEMENT which BEST DESCRIBES your APPROACH to FORENSICS project work ...

- NEVER sub-contract
 SELDOM sub-contract
 SOMETIMES sub-contract
 OFTEN sub-contract
 ALWAYS sub-contract

6. FORENSICS - Experience

CHECK ALL of the following with which your company has DIRECT and SUBSTANTIAL EDD FORENSICS EXPERIENCE ... (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- PC Hard Drive
 Floppy Drive
 Encrypted File
 E-mail Server
 Unix Hard Drive
 ZIP Drive
 Image
 PDA
 Mainframe Drive
 Tape
 Database
 Other (List):



7. COLLECTION & EXTRACTION - In-house and Outsourcing

SELECT the STATEMENT which BEST DESCRIBES your APPROACH to COLLECTION & EXTRACTION project work ...

- NEVER sub-contract
 SELDOM sub-contract
 SOMETIMES sub-contract
 OFTEN sub-contract
 ALWAYS sub-contract

8. EXTRACTION - Email -Servers

CHECK ALL of the following E-MAIL SYSTEMS with which your company has DIRECT and SUBSTANTIAL

EDD DATA EXTRACTION EXPERIENCE ... (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

Microsoft
Exchange

Lotus
Notes

Apache

GroupWise

Eudora

OTHER (List):

9. E-MAIL EXTRACTION - Links

When EXTRACTING EMAIL documents, do you MAINTAIN ATTACHMENT LINKS?

Yes No

10. E-MAIL EXTRACTION - Threads

When EXTRACTING EMAIL documents, do you MAINTAIN E-MAIL THREADS?

Yes No

11. EXTRACTION - Full Text Retrieval Systems

CHECK ALL of the following FULL TEXT SYSTEMS with which your company has DIRECT and SUBSTANTIAL EDD DATA EXTRACTION EXPERIENCE ... (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

Documentum

Ask Sam

Hummingbird /
Fulcrum

IBM Intelligent Miner for Text

OpenText

Verity

Autonomy

Livelink

Excalibur
RetrievalWare

OTHER (List):

12. EXTRACTION - Graphics

CHECK ALL of the following GRAPHIC IMAGE TYPES with which your company has DIRECT and SUBSTANTIAL EDD EXTRACTION EXPERIENCE ... (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

TIFF

GIF

PCX

PGN

JPG

EPS

BMP

WMF

Other:

13. EXTRACTION - Multi-Lingual

Do you have the ability to extract and collect data authored in non-Western-European character sets?

Yes No

14. EXTRACTION - Voice Mail

CHECK ALL of the following VOICE MAIL SYSTEMS with which your company has DIRECT and SUBSTANTIAL EDD DATA EXTRACTION EXPERIENCE ... (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- Audix Voicetel MERLIN MAGIX Meridian Mail
 Octel PARTNER Norstar Off-site VM Systems
 Other (List):

15. EXTRACTION - Instant Messaging

CHECK ALL of the following IM PLATFORMS with which your company has DIRECT and SUBSTANTIAL EDD EXTRACTION EXPERIENCE ... (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- AOL - ICQ Jabber IRC
 MSN Yahoo TOC
 OTHER (List):

16. EXTRACTION - Metadata

CHECK ALL of the following APPLICATIONS with which your company has DIRECT and SUBSTANTIAL EDD META-DATA EXTRACTION EXPERIENCE ... (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- Microsoft Office Word Microsoft Office Outlook Microsoft Publish Abobe Acrobat
 Microsoft Office Excel Microsoft Office Access Word Perfect OTHER (List):

17. DOCUMENT INTEGRITY

LIST the TECHNIQUES you employ to ENSURE DOCUMENT INTEGRITY (e.g. hashing techniques to enable document validation). (You may use the ENTER key to separate entries within the response box for this question.)

18. EXTRACTION - Enterprise Applications

CHECK ALL of the following APPLICATIONS with which your company has DIRECT and SUBSTANTIAL EDD DATA EXTRACTION EXPERIENCE. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- | | | | | |
|--|-------------------------------------|---------------------------------|---|---|
| <input type="checkbox"/> SAP | <input type="checkbox"/> I2 | <input type="checkbox"/> | <input type="checkbox"/> JD Edwards | <input type="checkbox"/> Ross Systems |
| <input type="checkbox"/> Oracle Financials | <input type="checkbox"/> PeopleSoft | Manugistics | <input type="checkbox"/> Microsoft Great Plains | <input type="checkbox"/> Best Enterprise (Sage) |
| <input type="checkbox"/> Oracle Supply Chain | <input type="checkbox"/> Siebel | <input type="checkbox"/> BAAN | <input type="checkbox"/> Lawson | <input type="checkbox"/> OTHER (List): |
| | | <input type="checkbox"/> Mapics | | <input type="text"/> |

19. EXTRACTION - CAD, CAM, Design Applications

LIST ALL CAD, CAM SYSTEMS or OTHER VISUAL DESIGN APPLICATIONS with which your company has DIRECT and SUBSTANTIAL EDD DATA EXTRACTION EXPERIENCE. (Include products such as Autodesk, Visio or specific industry applications.) (You may use the ENTER key to separate entries within the response box for this question.)

20. EXTRACTION - Legacy Systems

CHECK ALL of the following LEGACY SYSTEMS with which your company has DIRECT and SUBSTANTIAL EDD DATA EXTRACTION EXPERIENCE ...

- | | | | |
|---------------------------------------|---|--|---|
| <input type="checkbox"/> DEC Vax | <input type="checkbox"/> Early Generation PCs | <input type="checkbox"/> Sequent | <input type="checkbox"/> ATT 3Bx |
| <input type="checkbox"/> Wang | <input type="checkbox"/> IBM Series 1 | <input type="checkbox"/> Stratos | <input type="checkbox"/> NCR |
| <input type="checkbox"/> PDP Series | <input type="checkbox"/> Early Apple Systems | <input type="checkbox"/> Honeywell | <input type="checkbox"/> Silicon Graphics |
| <input type="checkbox"/> Data General | <input type="checkbox"/> MAI Basic Four | <input type="checkbox"/> IBM System 3x | |

END OF TOPIC

Click on the **CONTINUE** button below to proceed to the **NEXT TOPIC**

3 CULLING

21. ONLINE MANUAL CULLING

Can your CUSTOMERS perform MANUAL CULLING processes ONLINE?

Yes No

22. FORMATS

CHECK ALL FORMATS you support for CULLING DOCUMENTS. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

Native Format TIFF PDF
 Other:

23. RELEVANCY INDEXING

Are RELEVANCY INDEXES AUTOMATICALLY APPLIED to all documents?

Yes No Optional

24. PRIVILEGE FLAGGING

Do you provide the ability to FLAG DOCUMENTS for PRIVILEGE EXCEPTION?

Yes No

25. EXCLUSION

Can you AUTOMATICALLY EXCLUDE DOCUMENTS based on MATCHES to a LIST of VARIABLES (e.g. name, date-range)?

Yes No

26. BLANK PAGE ELIMINATION

Can you AUTOMATICALLY ELIMINATE BLANK PAGES?

Yes No

27. DE-DUPLICATION - Flagging

Can you AUTOMATICALLY FLAG DUPLICATE DOCUMENTS?

Yes No

28. DE-DUPLICATION - Restoration

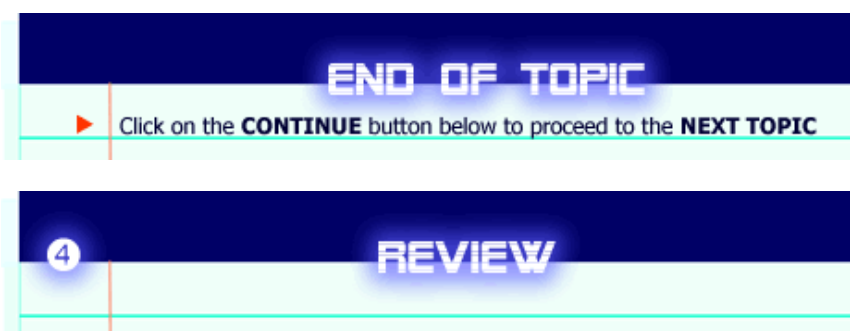
Can you AUTOMATICALLY RESTORE previously removed duplicate documents?

Yes No

29. DE-DUPLICATION - Methodology

Briefly describe the METHODOLOGY used to DE-DUPLICATE DOCUMENTS within DATA SETS (e.g. date, author, subject, file size, etc.) (You may use the ENTER key to separate entries within the response box)

for this question.)



30. PRE-FILTERED DOCUMENTS - Review

Do you provide REVIEW of PRE-FILTERED DOCUMENTS?

- Yes No

31. PRE-FILTERED REVIEW - Native Form

Do you provide for PRE-FILTERED REVIEW in NATIVE FORM of the original DOCUMENT?

- Yes No

32. LITIGATION SUPPORT SYSTEMS INTERFACE

CHECK ALL of the following LITIGATION SUPPORT SYSTEMS which you provide an INTERFACE for DOCUMENT REVIEW. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- | | | | | |
|--------------------------------------|--------------------------------------|---|--|--|
| <input type="checkbox"/> Introspect | <input type="checkbox"/> Summation | <input type="checkbox"/> JFS Litigators | <input type="checkbox"/> Documatrix | <input type="checkbox"/> E-Tech |
| <input type="checkbox"/> Concordance | <input type="checkbox"/> DBTextworks | <input type="checkbox"/> Notebook | <input type="checkbox"/> Virtual Partner | <input type="checkbox"/> Doculux |
| | <input type="checkbox"/> UR Law | | | <input type="checkbox"/> OTHER (List): |
| | | | | <input type="text"/> |

33. ON-LINE REVIEW

CHECK ALL of the following ON-LINE REVIEW options which you support. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- On-line in Vendor Facility
 On-line in Customer Facility
 Accessible via Browser
 Do Not Support On-Line Review
 OTHER (List):

**34. PRODUCTION MEDIA**

CHECK ALL of the following PRODUCTION MEDIA output options which you support. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- CD DVD Tape Hard Drive Paper
 OTHER (List):

35. PRODUCTION FORMAT

CHECK ALL of the following FORMAT OPTIONS which you support. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- PDF TIFF Native JPG
 OTHER (List):

36. ON-LINE PRODUCTION - General Support

Do you SUPPORT delivery of PRODUCTION output ONLINE?

- Yes No

37. ON-LINE PRODUCTION - Web Support

Do you provide WEB BROWSER-based ACCESS to PRODUCTION OUTPUT?

- Yes No

38. ON-LINE PRODUCTION - Security

Do you SUPPORT 128 bit ENCRYPTION for ALL TRANSMISSIONS between the CUSTOMER and SERVER?

Yes No

39. ON-LINE ACCESS - Audit Support

Do you support AUDIT CAPABILITIES for all ONLINE ACCESS?

Yes No

40. PRINT PRODUCTION - In-house and Outsourcing

SELECT the STATEMENT which BEST DESCRIBES your APPROACH to PRINT PRODUCTION project work ...

- NEVER sub-contract
 SELDOM sub-contract
 SOMETIMES sub-contract
 OFTEN sub-contract
 ALWAYS sub-contract

41. PRINT PRODUCTION

Can you add CUSTOM HEADERS and FOOTERS to output DOCUMENTS?

Yes No

42. LITIGATION SUPPORT SYSTEMS INTERFACE

CHECK ALL of the following LITIGATION SUPPORT SYSTEMS which you provide an INTERFACE for PRODUCTION OUTPUT. (If listing OTHER, use a comma or semi-colon to separate items -- DO NOT use the ENTER key.)

- | | | | | |
|-------------------------------------|------------------------------------|---|--|--|
| <input type="checkbox"/> Introspect | <input type="checkbox"/> Summation | <input type="checkbox"/> JFS Litigators | <input type="checkbox"/> Documatrix | <input type="checkbox"/> E-Tech |
| <input type="checkbox"/> | <input type="checkbox"/> | Notebook | | <input type="checkbox"/> Doculux |
| Concordance | DBTextworks | <input type="checkbox"/> UR Law | <input type="checkbox"/> Virtual Partner | <input type="checkbox"/> OTHER (List): |
| | | | | <input type="text"/> |



Please DO NOT CLOSE THIS WINDOW until you have received confirmation of completion.

