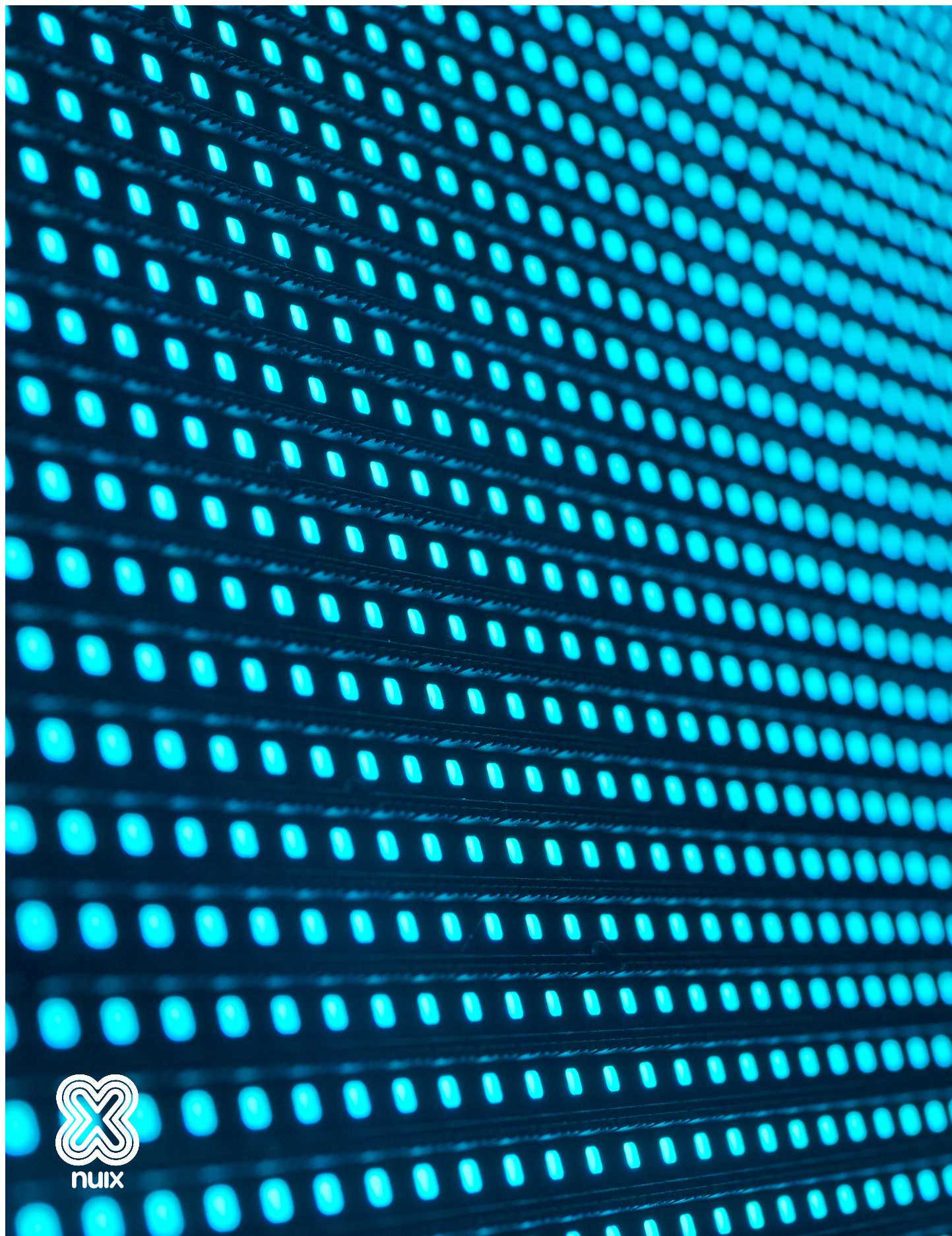


NUIX GUIDE TO INSOURCING CORPORATE EDISCOVERY





EXECUTIVE OVERVIEW

Is your organization following ad-hoc procedures for eDiscovery and Investigations? Deploying NuiX behind your firewall can deliver streamlined data processing and Early Case Assessment (ECA), maximizing organizational eDiscovery throughput while minimizing the manual burden of each batch of data. This is a crucial step to overcome inefficiencies, high costs, and compliance risks.

NuiX can deliver inhouse legal teams an automated process that simplifies data collection, processing and ECA. NuiX enables clients to drastically lower review costs by identifying and excluding non-responsive information, which can also help prevent sensitive information from leaving the corporate environment unnecessarily. The team can leverage their relationship with business stakeholders to focus on the true differentiators of each case using simple, repeatable methodologies while offloading the tedious overhead of case handling to a library of automated workflows.

How are such dramatic changes possible in a short time frame? NuiX supplements the proven power and efficiency of the NuiX software stack with our NuiX Advantage services, providing a turnkey environment. The NuiX team is with you on the journey towards establishing a NuiX environment that can help improve your workflows and demonstrate your successes. Our Professional Services will share critical insights from other successful deployments, helping you develop the operating model, roles & responsibilities, and maturity objectives. Clients start strong with a library of workflows designed by NuiX experts and configured to fit your unique requirements. Our ongoing support services will customize and improve both the NuiX configuration and your utilization to derive the best value from your investment.

WHY INSOURCE EDISCOVERY?

Our clients insource eDiscovery to mitigate risk and control costs and outcomes. Nuix and our ecosystem of partners empower corporate legal teams to control vital portions of the eDiscovery process and infrastructure. Clients get the cost savings and control of a powerful inhouse solution, while retaining access to the large ecosystem of Nuix Partners. Rightsize your team by hiring priority partners for urgent, high-risk, and particularly large projects, or outsource less critical portions of the workflow as you build capability.

Nuix is designed to break through the common roadblocks that can prevent corporations from taking control of their eDiscovery activity. Leveraging Nuix ensures an easy insourcing movement:

- > Hit the ground running with industry-standard workflows available out-of-the-box
- > Customize and optimize as the organization gains experience and builds expertise
- > Leverage 24/7 job queuing and the world's best data processing engine to balance costs and performance across the peaks and valleys of eDiscovery requests
- > Stay in control of the process and the narrative with real-time and comprehensive dashboards and reporting
- > Amplify your planning, implementation, customization
- > Continuously improve throughput and drive costs down, optimizing workflows, people and resources
- > Protect your data internally and select what is transmitted outside your firewall

Nuix's business model allows organizations to scale their Nuix processing capacity on demand to handle time-critical large projects. Organizations can minimize their Nuix on-premise, or hosted installations to handle normal loads economically, while bursting on-demand to handle surges. Clients can optimize their infrastructure and/or infrastructure agreements to save time and money every day while maintaining the flexibility to address unexpected needs and controlling risk.

1. Risk Management

Risk management is one of the priorities for eDiscovery. Leveraging Nuix to identify and exclude sensitive information that is not relevant to the project is a smart way for corporate legal teams to help mitigate risks to the business. With the automated workflows available in Nuix, clients can further mitigate the risk of spoliation or mishandling the data by ensuring a consistent process which is defensible and highly repeatable. Clients start with a library of workflows designed by Nuix experts which are easily customizable and configurable to fit your own unique data requirements. Dashboards and reports are available within the Nuix solution stack. Nuix technology easily connects to analytics products such as Microsoft's PowerBI, for custom reporting and report aggregation at the enterprise level.

Granular and high-level reporting on the entire Nuix solution can help demonstrate impact, identify areas for productivity gains, and even help identify team members who are at risk of overwork and burnout. ROI and increasing efficiencies can be clearly captured at the group and enterprise level, justifying current and identifying future needs.

Robust and detailed System and Role Based Access Controls manage access to Nuix features and data. Clients can control and assign access privileges based on organizational security requirements, level of risk, and user maturity.

Nuix is a time and customer-tested solution which empowers clients to reduce internal risk while reducing costs and generating results faster.



2. Efficiency and Cost Control

Many automated workflows are available from the Nuix library. Nuix Advantage services can help customize them for the client or create new ones as desired. Once the workflows have been standardized, generalists and project managers can call complete automated functions instead of waiting upon time-starved internal experts. Teams from the client and Nuix Advantage embed their expertise and judgement in each step of the automation process, resulting in a time and cost savings upon each call of the completed function. Since the workflows can be interactive or data-driven, they retain their flexibility with different projects. For example, analysts can define search terms when setting up the job or call upon prepared text files of search terms. One size does not fit all, and Nuix can ensure clients have the flexibility they need to do their jobs.

Analysts can now call upon automation to execute automatically instead of entering a request with a dedicated person or group. Some examples of workflows which yield immediate cost and time savings are: processing, creating a standardized export for review, de-NISTing, and search and tagging. Subject matter experts and Nuix should design new automation flows and guide customization of new ones. After finalization, the automation flows can be made available to the general team. RBAC can enforce any permissions to specialty flows that need to be restricted.

Of course, the designated administrator can always change the automated work queue to reflect changing priorities. In addition to simple reprioritization, the management console helps global project tracking and administration. As the caseload grows from tens to hundreds to thousands, manual tracking becomes impossible. Nuix's dashboards track current projects and compiles historical records to identify activity, opportunities for incremental improvement, patterns across projects, and ROI. This can help department leadership determine where resources should be allocated in the future, whether it's to enable greater automation or throughput, or helping identify new responsibilities for different areas of the business, such as Data Privacy or Insider Threat.

All of the automation flows are geared to make data flow faster through the Nuix environment, and consistently apply deliberate and well-defined criteria when identifying material to promote for review. The earlier non-responsive information is identified and eliminated in the legal process, the greater the cost and time savings, particularly in the final, labor-intensive, analysis and review phase.



One size does not fit all, and Nuix can ensure clients have the flexibility they need to do their jobs.



ADOPTION FRAMEWORK FOR INSOURCING EDISCOVERY

An adoption framework for eDiscovery is essential as it provides a structured approach to improving and evolving these stages. It guides organizations in effectively resourcing their eDiscovery departments and helps set realistic expectations for requestors regarding timelines and the potential burdens of specific tasks. Additionally, such a framework prioritizes onboarding, ensuring new hires focus on the most impactful skills and processes for their organization’s current maturity stage. Finally, by identifying the characteristics of each stage, a maturity framework enables quicker detection when a project or initiative begins to shift categories, allowing teams to adjust workflows or resources to maintain efficiency and quality outcomes.

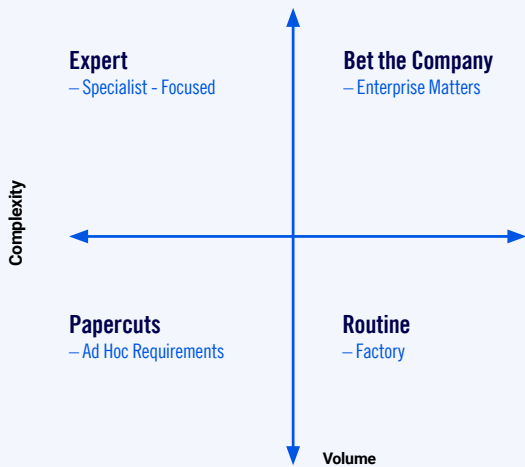
In the field of eDiscovery, large enterprises often align their use to four different categories based on volume of data and complexity of matters, each representing varying levels of maturity and capability in handling complex data processes. Figure 1 illustrates Nuix’s adoption framework for insourcing eDiscovery and the four categories of adoption.

- > For Ad Hoc use, organizations typically struggle with inconsistent results and challenges in delivering productions, often due to limited internal expertise or established processes.
- > For Niche use, companies focus on producing quality outcomes on individual projects but have yet to fully commit to a standardized tool, like Nuix, for consistent data processing.
- > In a Factory, highly standardized workflows enable efficient and scalable production—though this consistency can limit customization and advanced solutions.
- > For Enterprise use, organizations achieve the highest maturity by supporting a diverse range of use cases, consistently delivering quality and efficiency at scale with minimal incremental costs.

In the context of eDiscovery adoption, Drivers for Use, Challenges in Adoption, and Business Alignment to Business each define critical aspects of how organizations interact with and implement eDiscovery technologies. Figure 2 details the primary characteristics of adoption in eDiscovery for each of the four categories.

Drivers for Use refer to the primary motivations and goals an organization has for adopting eDiscovery technology at each adoption level. At Ad-Hoc levels, drivers often focus on solving specific problems or boosting limited capabilities. As maturity increases, drivers evolve toward building stability, efficiency, and ultimately

Figure 1: Adoption Framework for Insourcing eDiscovery
The four types of adoption of eDiscovery in an enterprise depend on the volume of data and complexity of matters.



maximizing the breadth of available technology capabilities to meet complex organizational needs. This progression demonstrates the organization’s increasing reliance on eDiscovery for comprehensive data management and compliance functions.

Challenges in Adoption are the obstacles and limitations that organizations face at each level of eDiscovery maturity. At early stages, infrequent use and lack of established workflows hinder consistent results, while more advanced stages encounter issues with resource allocation, scalability, and the integration of multiple tools. At the highest level, the challenge shifts toward strategically managing growing demands and adapting to new use cases, requiring a long-term vision and dedicated resources. Understanding these challenges helps organizations address them proactively, smoothing the path to higher maturity levels.

Alignment to Business represents how well eDiscovery practices integrate with and support overall business goals. At basic levels, alignment focuses on ease of use and problem-solving without needing specialized expertise. As maturity increases, alignment extends to scaling operations, supporting unique client requirements, and eventually driving innovation. At the Enterprise level, alignment means committing to strategic vision and resources that empower eDiscovery to directly enhance business value, adaptability, and competitiveness in a dynamic data landscape.

Figure 2: Characteristics of eDiscovery Adoption
Each type of adoption model is based on internal drivers, adoption challenges, and alignment with business goals.

	AD-HOC	NICHE	FACTORY	ENTERPRISE
DRIVERS FOR USE	Pain Solve specific problem which will determine the target future state.	Add-On Boost current capabilities. Understand broader tech stack and business profile to define future state.	Stability Deliver searchable index – regardless of the volume or complexity of incoming data.	Capability Understanding changes in data profiles, risk, regulation, and business requirements define the target state.
CHALLENGES	Adoption Lack of regular use prevents team from building expertise, can make budget difficult to justify.	Resources Comfortable and recognizes value of technologies, uses multiple best of breed toolsets.	Uniqueness Growth is fueled by additional volume but organizations risk sacrificing optimal impact to achieve efficiency.	Demand Variety of problems solved, growing demand and new use cases lead to strategic planning on a 3–5-year timeframe.
BUSINESS ALIGNMENT	Ease Provide solutions and expert-level workflows that users can follow easily.	Scale Leverage expertise to win more business and justify additional investments by ease of administration.	Fit Change offering to support unique client requirements or alternative use cases without requiring costly scripting/QC.	Innovation Committing vision and resources to deliver innovative solutions based on their unique requirements.

CUSTOMER JOURNEY AND COMMON ACTIVITIES AND MILESTONES



During the insourcing of eDiscovery, organizations typically progress through three key periods: Ramp Up, Backlog, and Steady State. Figure 3 illustrates each period that includes specific activities and milestones to ensure a successful implementation of the technology and its alignment with business goals.

- > In the initial Ramp Up period (approximately three months), foundational activities are completed to establish secure access and robust infrastructure. Single sign-on is configured with customer authentication, and distributed pools of processing and enrichment resources are deployed. Additionally, case structure is organized in a “wheel and spoke” format to support centralized management, and workflows are optimized to enhance performance. Staff training focuses on workflow design and baseline knowledge for administrators and implementers, while dashboards are set up for optimal performance monitoring. By the end of this phase, infrastructure and software are installed, integrated within the customer’s environment, and baseline security controls are in place.

- > In the Surge phase, the team experiences a burst of activity applying their new capabilities to quickly work through a backlog of requests for data or a significant new project. This period of intense activity can help users build familiarity with new processes, expose opportunities for improvement, and generate quick wins that demonstrate value and ROI from their deployment of Nuix software and the time spent training the team. Efforts often include fine-tunes access controls for end-users, verifies single sign-on, and expands training for efficient workflow deployment. Efforts are directed toward identifying the mix of data sources and implementing a strategy for data reuse to manage costs. Custom classification models are adapted to initial data sets, and dashboards are reviewed to gather performance feedback and make necessary adjustments. Key milestones for this phase include building automation workflows for data processing and enrichment, marking a shift from initial setup to operational efficiency.
- > Finally, the Steady State phase focuses on refining and sustaining operations. During this period, activities like entity analysis are enhanced to improve PII handling, and classification processes are refined to reduce exclusions and improve filtering accuracy. Reporting workflows are established to trace the chain of evidence, while dashboards are used to evaluate costs and efficiency in a steady-state environment. This phase solidifies the eDiscovery framework’s operational maturity, preparing the organization to handle ongoing demands effectively and at scale.

Figure 3: Customer Journey
Activities and Milestones to achieve full adoption and maturity of eDiscovery insourcing.

PERIOD	ACTIVITIES	MILESTONES
RAMP UP 3 months	> Access – single sign-on enabled with customer authentication > Architecture – deploy initial architecture for BAU activity levels > Case Structure – setup simple cases for routine projects with linear project design > Staff – train staff on workflow design > Workflows – optimized for consistency and reduced burden on users > Classification – leverage Out-the-Box Nuix Models > Dashboards – leverage Out-the-Box Nuix Templates	> Infrastructure and software installed > Software integrated into customer environment > Baseline training for administrators and implementers > Initial Automate Workflows Developed and Accepted > Security controls in-place
SURGE 3 months	> Incremental Improvement – team identifies changes to workflow, dashboards, and models based on observed experience > Reporting & Distribution – quickly and consistently deliver meaningful findings to Case Managers and Subject Matter Experts > Case Structure – explore case compounding strategies, such as hub-and-spoke models and custodian-specific data pools, to improve handling of very large datasets > Enhanced Architecture – explore ways to scale and/or distribute jobs leveraging networked machines or cloud resources	> “Bake In” process > Consistently deliver on time > Build trust with key stakeholders > Deliver meaningful impact > Approach or achieve “break even” on initial investment
STEADY STATE Ongoing	> Entity Analysis – improve PII Handling > Classification – improve Exclusions and Filtering > Reporting – identify chain of evidence, magnitude reports, and custom requirements for new stakeholders > Dashboards – understand cost and efficiency in a steady state, forecast resource requirements, demonstrate impact	> Deliberate expansion strategy > Expand “wallet share” by using Nuix for most data processing projects > Successfully onboard users outside primary trained experts



CONCLUSION

Insourcing eDiscovery with a solution like Nuix empowers organizations to handle even large-scale data demands with confidence, showing that more data doesn't have to mean more work. Through structured rollout phases—Ramp Up, Backlog, and Steady State—teams gain control over the eDiscovery process, ensuring that the framework, automation, and reporting are optimized to prevent manual bottlenecks and meet fluctuating demands without risk of burnout. By designing scalable solutions that function securely behind the corporate firewall, Nuix allows organizations to manage data growth and sustain bursts of activity while maintaining efficiency, quality, and data protection.

This approach illustrates that while more data enters the system, optimized workflows ensure that only the necessary data reaches later stages. Nuix's eDiscovery platform is built to prioritize efficiency and quality even under pressure, maintaining consistent outcomes and a high standard of service. As teams progress through each adoption phase, they can confidently demonstrate value and impact across the business, tracking productivity gains and highlighting their ability to process complex eDiscovery tasks at scale without compromising results.

“

Nuix allows organizations to manage data growth and sustain bursts of activity while maintaining efficiency, quality, and data protection.

FINDING TRUTH IN A DIGITAL WORLD

Learn more about Nuix
or contact us for a free demo
www.nuix.com/contact-us



Nuix (www.nuix.com, [ASX:NXL](https://www.asx.com.au/ASX/NXL)) is a leading provider of investigative analytics and intelligence software, that empowers our customers to be a force for good by finding truth in the digital world.

We help customers collect, process and review massive amounts of structured and unstructured data, making it searchable and usable at scale and speed, and with forensic accuracy.

APAC

Australia: +61 2 8320 9444

EMEA

UK: +44 203 934 1600

NORTH AMERICA

USA: +1 877 470 6849

Nuix (and any other Nuix trademarks used) are trademarks of Nuix Ltd. and/or its subsidiaries, as applicable. All other brand and product names are trademarks of their respective holders. Any use of Nuix trademarks requires prior written approval from the Nuix Legal Department. The Nuix Legal Department can be reached by e-mail at legal@nuix.com.

THIS MATERIAL IS COMPRISED OF INTELLECTUAL PROPERTY OWNED BY NUIX LTD. AND ITS SUBSIDIARIES ("NUIX"), INCLUDING COPYRIGHTABLE SUBJECT MATTER THAT HAS BEEN NOTICED AS SUCH AND/OR REGISTERED WITH THE UNITED STATES COPYRIGHT OFFICE. ANY REPRODUCTION, DISTRIBUTION, TRANSMISSION, ADAPTATION, PUBLIC DISPLAY OR PUBLIC PERFORMANCE OF THE INTELLECTUAL PROPERTY (OTHER THAN FOR PREAPPROVED INTERNAL PURPOSES) REQUIRES PRIOR WRITTEN APPROVAL FROM NUIX.