

# From Exuberance to Encouragement?

The Summer 2016 eDiscovery Business Confidence Survey



# Survey Overview

The **eDiscovery Business Confidence Survey** is a non-scientific **quarterly** survey designed to provide insight into the business confidence level of individuals working in the eDiscovery ecosystem. The term 'business' represents the economic factors that impact the creation, delivery, and consumption of eDiscovery products and services.

## *Nine Multiple Choice Questions*

- Segments
- Functions
- Geography
- Support
- Challenges
- General Climate
- General Climate + Six Months
- Revenue + Six Months
- Profits + Six Months

Survey Source: [ComplexDiscovery.com](http://ComplexDiscovery.com)

## *Survey History*

- Winter 2016 (February 15 - 29) N = 80
- Spring 2016 (May 1 - 31) N = 76
- Summer 2016 (August 1 - 31) N=168

"In my experience, the successful conduct of eDiscovery is comprised of a balance of in-depth education, practical execution, and experience-based excellence. The eDiscovery Business Confidence survey being highlighted by ACEDS is one of many industry surveys that positively contributes to this balance as it provides a quarterly snapshot into the business of discovery. I highly encourage serious eDiscovery professionals to complete and consider this survey as one of their tools for understanding the business challenges and opportunities in our profession."

*George Socha, Co-Founder of the EDRM and Managing Director of Thought Leadership, BDO*

# ACEDS Webinar - Survey Commentators

Industry experts sharing and discussing the results of the summer 2016 survey as part of the ACEDS-hosted webinar moderated by Mary Mack.



**Mary Mack | Executive Director | Association of E-Discovery Specialists**

E-discovery pioneer Mary is ACEDS' executive director. Mary Mack is known for her skills in relationship and community building as well as for the depth of her e-discovery knowledge. Mary is the author of *A Process of Illumination: The Practical Guide to Electronic Discovery*, considered by many to be the first popular book on e-discovery. She is the co-editor of the Thomson Reuters West treatise, *eDiscovery for Corporate Counsel*.



**George Socha | Co-Founder of EDRM | Managing Director of Thought Leaders - BDO**

The Managing Director of Thought Leadership for BDO, George Socha is the co-founder of EDRM and the president and founder of Socha Consulting LLC. George is an advisor and expert witness who focuses on the full range of eDiscovery activities. His clients include corporations, governmental agencies, legal vertical market software and services providers, investment firms and law firms. Before launching his consulting firm in 2003, George spent 16 years as a litigation attorney in private practice. He received his law degree from Cornell Law School and his undergraduate degree from the University of Wisconsin-Madison.



**Eric Mandel | Chair and President - Legal Technology Professionals Institute (LTPI) | Attorney and Managing Member - Indicum Law**

Eric is the founder and managing member of Indicum Law PLC, a boutique firm focused on navigating clients through the legal, technology, and process issues related to eDiscovery, cyber risk, data privacy and protection, and information governance. As an attorney, legal technologist, and well-recognized industry thought leader, Eric has served on multiple industry policy and standards setting bodies. Currently, Eric is the Chair and President of the LTPI, a trade association representing consumers and providers of legal technology products and services.



**Doug Austin | Vice President of Professional Services | CloudNine**

Doug Austin is the Vice President of Professional Services for CloudNine. At CloudNine, Doug manages professional services consulting projects for CloudNine clients. Overall, Doug has over 25 years of experience providing legal technology consulting, technical project management and software development services to numerous commercial and government clients. Doug has managed projects in all phases of the eDiscovery life cycle.



**Zach Warren | Editor-in-Chief - Legaltech News**

Zach Warren is editor-in-chief of Legaltech News, a national magazine from ALM Media. Based out of Minneapolis, Zach covers topics ranging from e-discovery to cybersecurity to legal department operations.



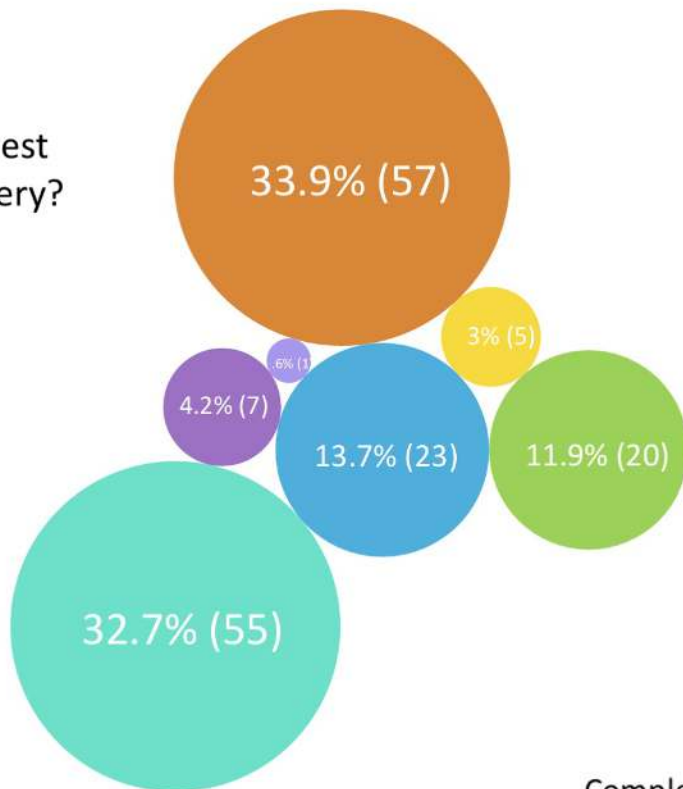
# Summer 2016 Results

The eDiscovery Business Confidence Survey



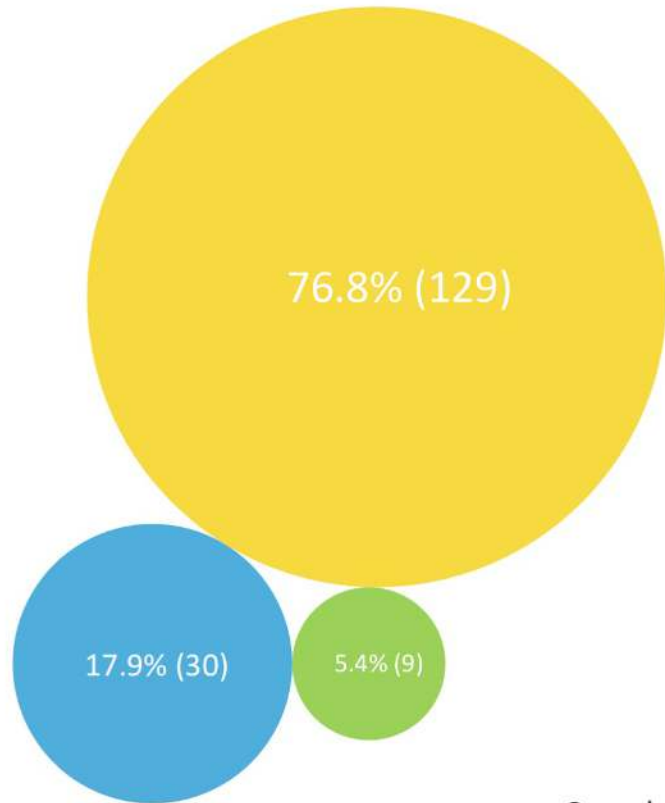
# Segments

Which of the following segments best describes your business in eDiscovery?



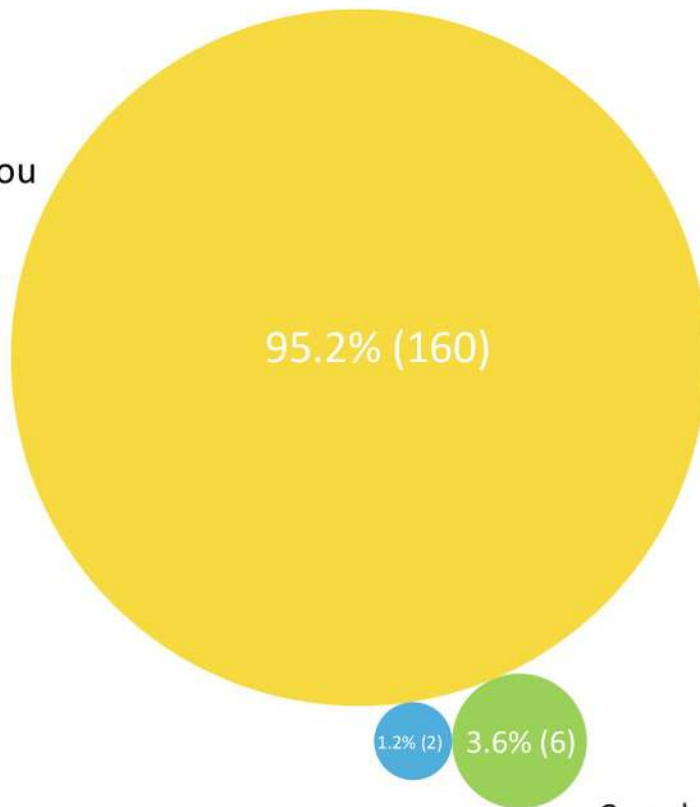
# Functions

What best describes your primary function in the conduct of your organization's eDiscovery-related business?



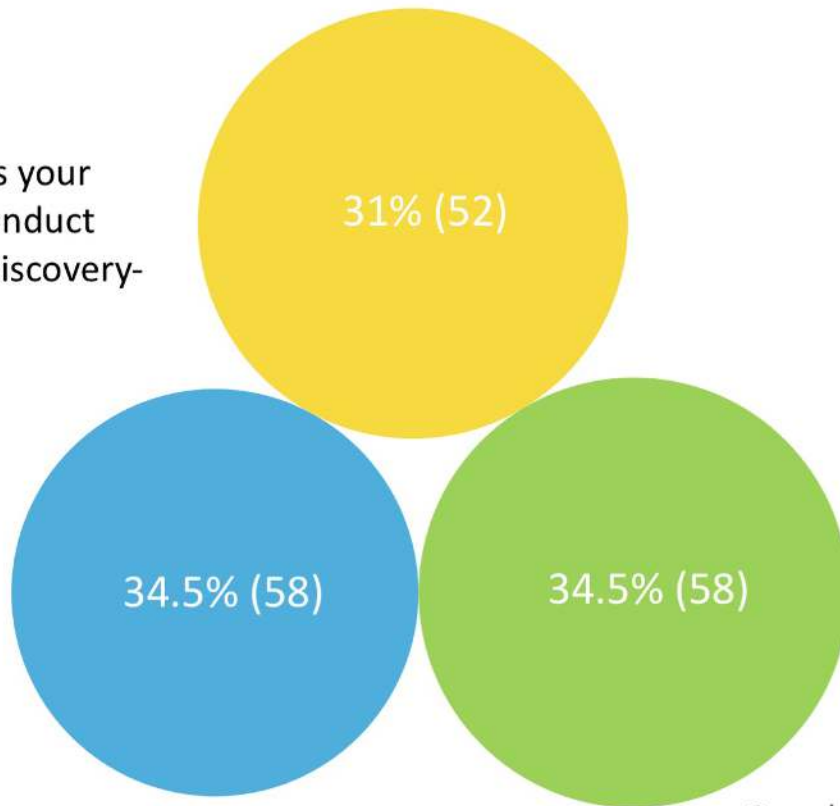
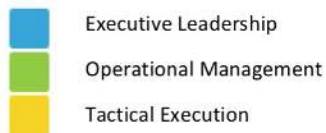
# Geography

In which geographical region do you primarily conduct eDiscovery-related business?



# Support

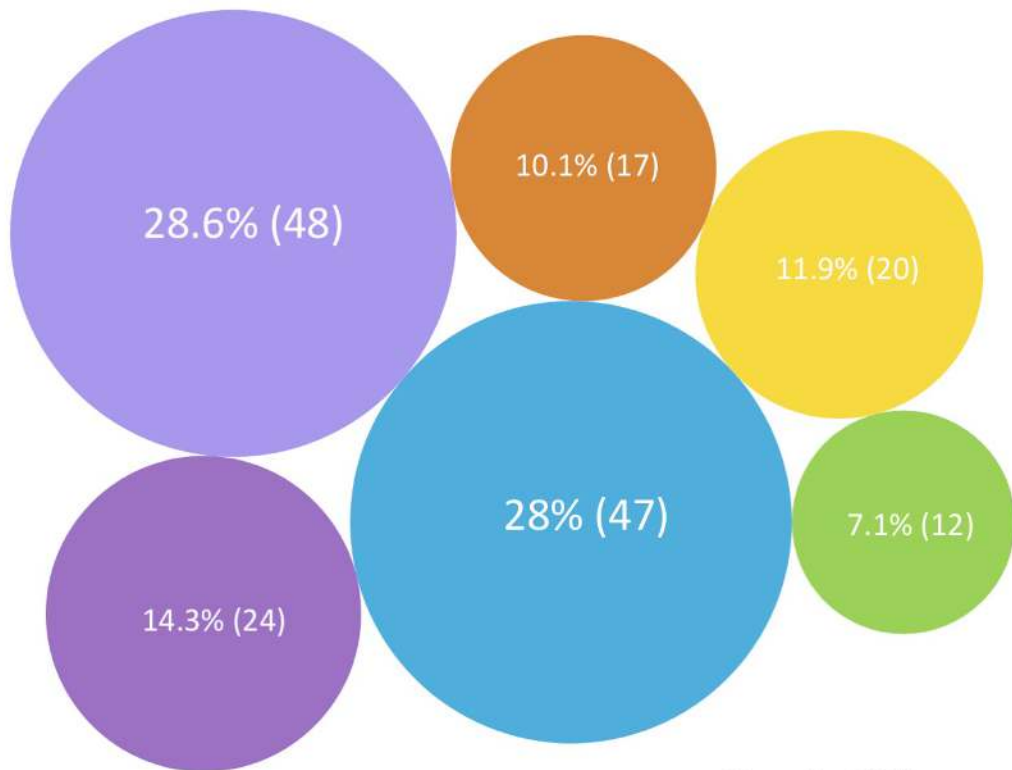
What area best describes your level of support in the conduct of your organization's eDiscovery-related business?





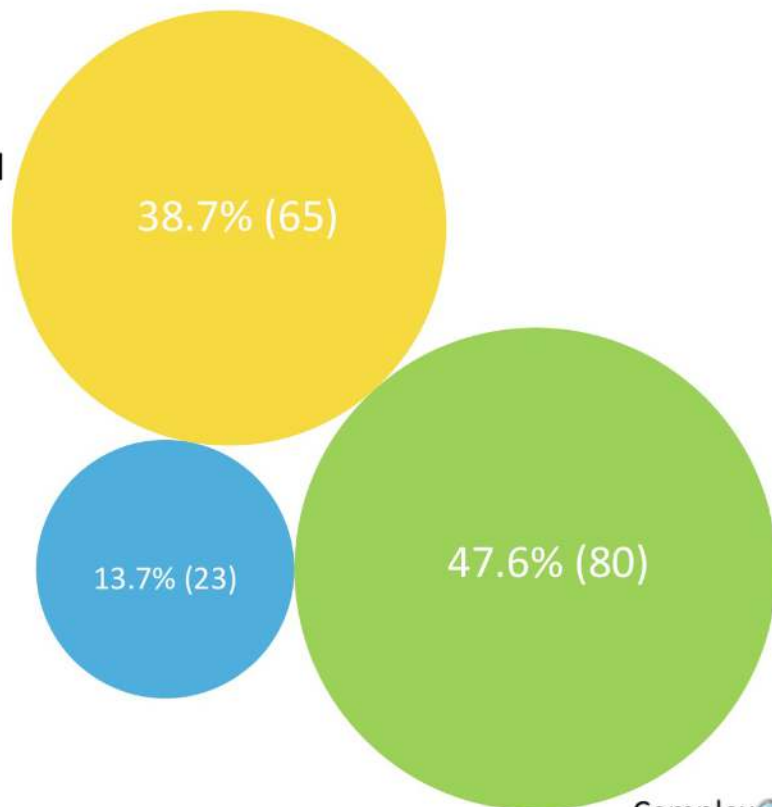
# Challenges

Of the six items presented below, what is the issue that you feel will most impact the business of eDiscovery over the next six months?



# General Climate

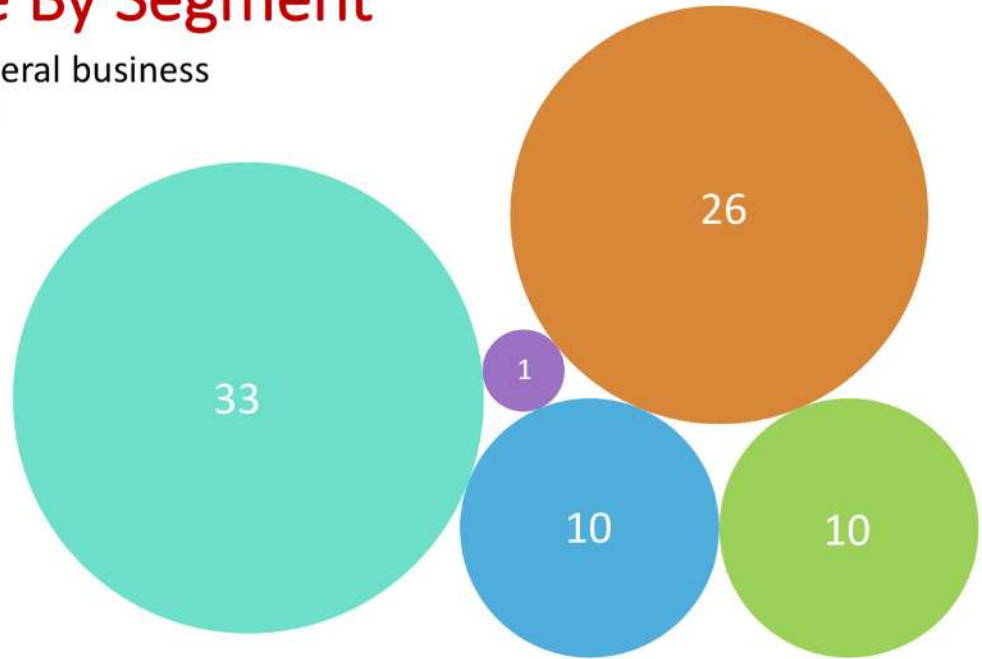
How would you rate the general business conditions in your segment?



# General Climate By Segment

How would you rate the general business conditions in your segment?

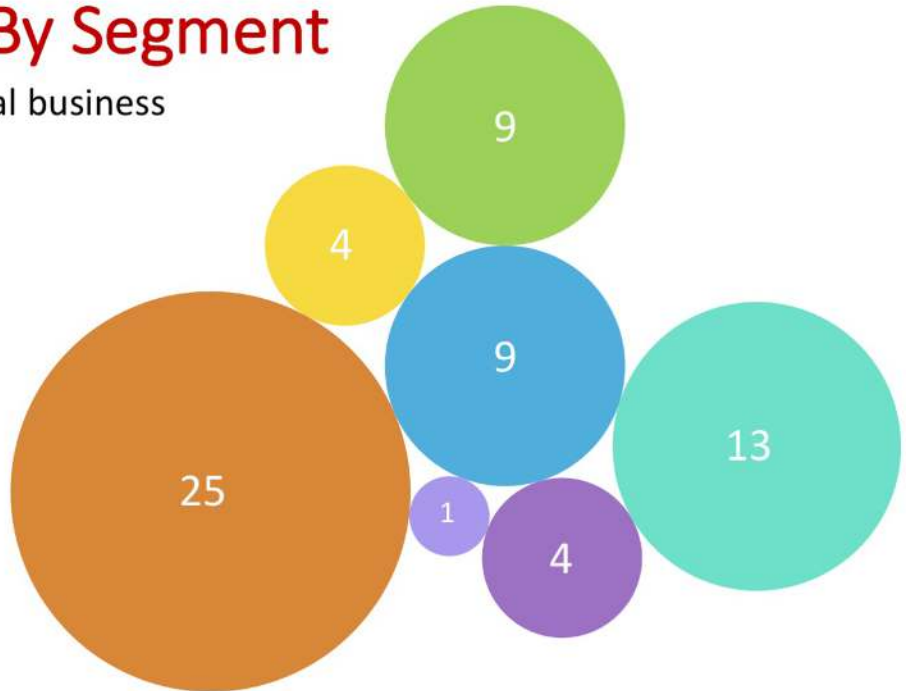
**Business is Good**  
47.6% (80/168)



# General Climate By Segment

How would you rate the general business conditions in your segment?

**Business is Normal**  
38.7% (65/168)

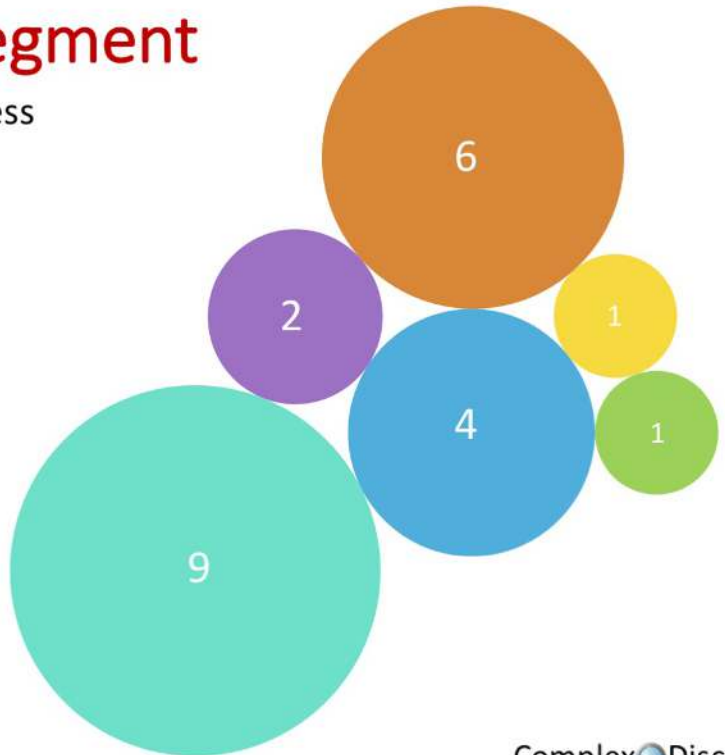




# General Climate By Segment

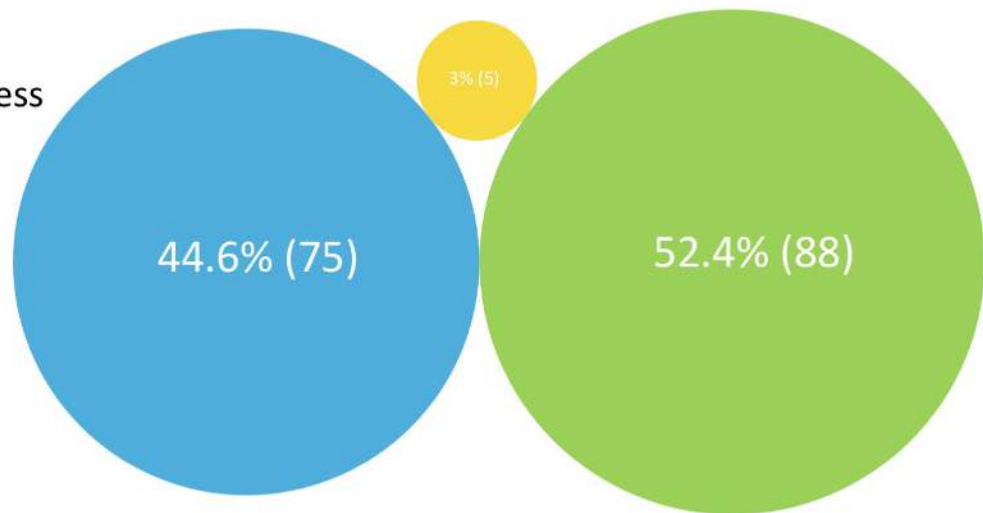
How would you rate the general business conditions in your segment?

**Business is Bad**  
13.7% (23/168)



## General Climate + Six Months

How do you think the business conditions will be in your segment six months from now?



# General Climate + Six Months

How do you think the business conditions will be in your segment six months from now?

## Business will be Better

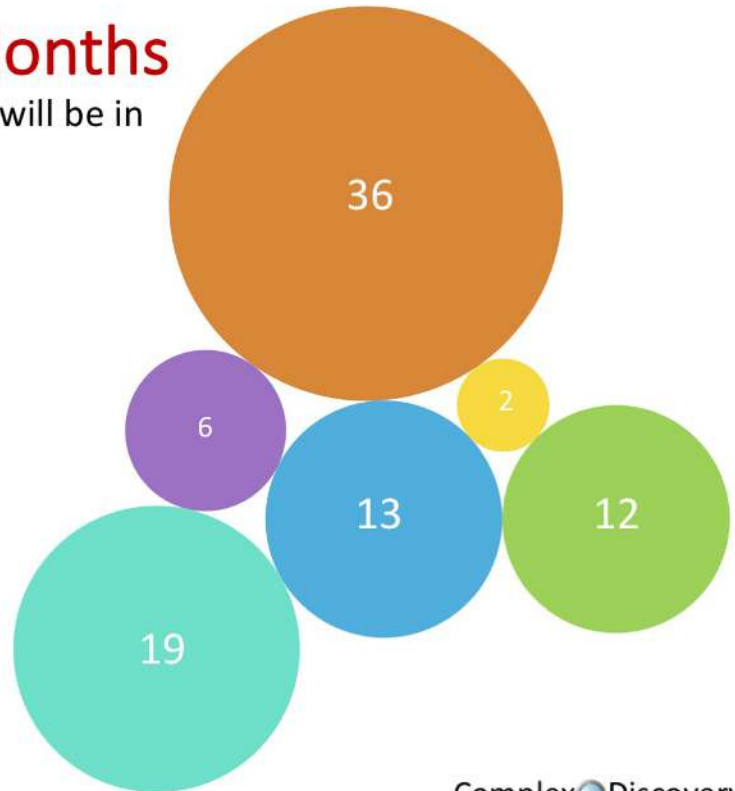
44.6% (75/168)



# General Climate + Six Months

How do you think the business conditions will be in your segment six months from now?

**Business will be the Same**  
52.4% (88/168)



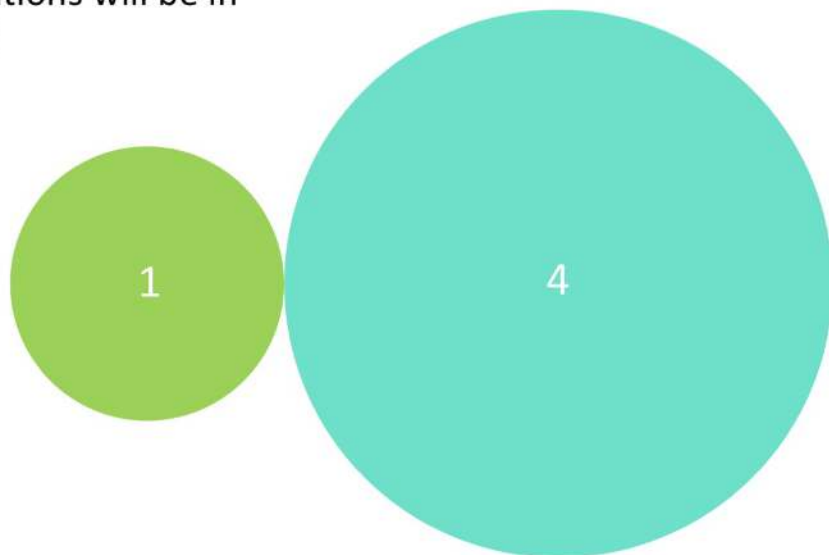


# General Climate + Six Months

How do you think the business conditions will be in your segment six months from now?

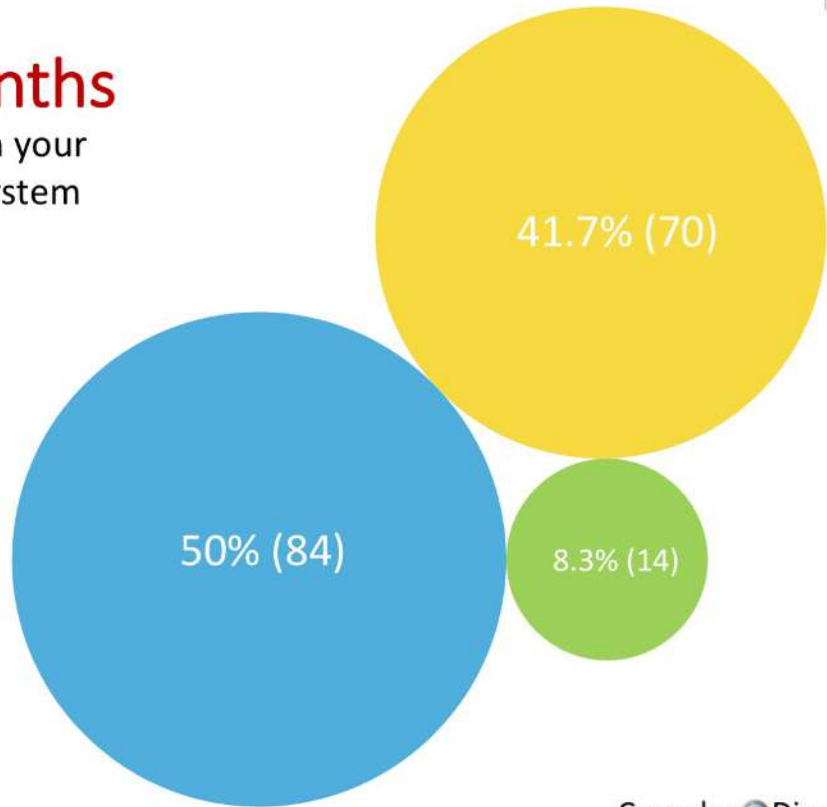
## Business will be Worse

3% (5/168)



## Revenue + Six Months

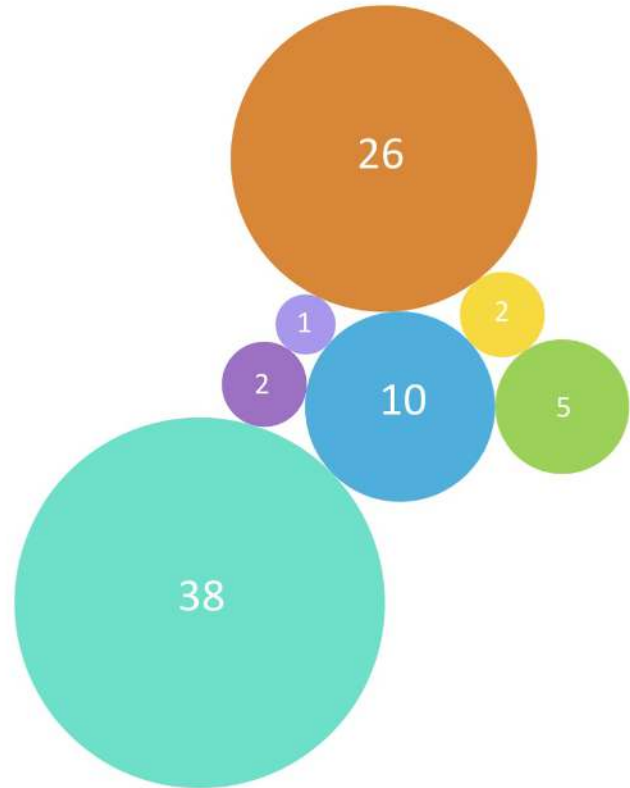
How would you guess revenue in your segment of the eDiscovery ecosystem will be six months from now?



# Revenue + Six Months

How would you guess revenue in your segment of the eDiscovery ecosystem will be six months from now?

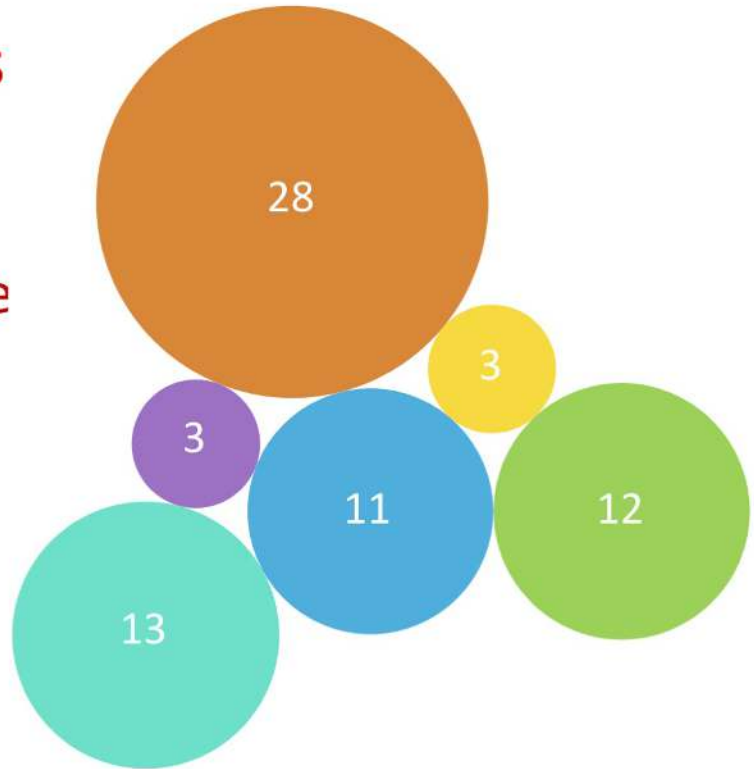
**Revenue will be Higher  
50% (84/168)**



# Revenue + Six Months

How would you guess revenue in your segment of the eDiscovery ecosystem will be six months from now?

**Revenue will be the Same**  
41.7% (70/168)

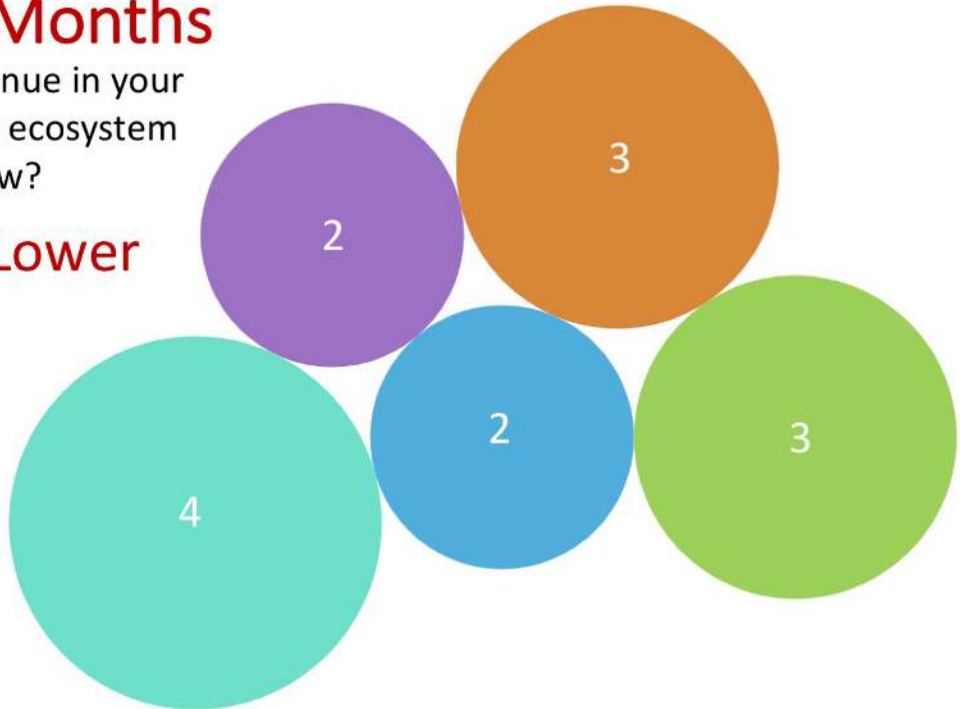




# Revenue + Six Months

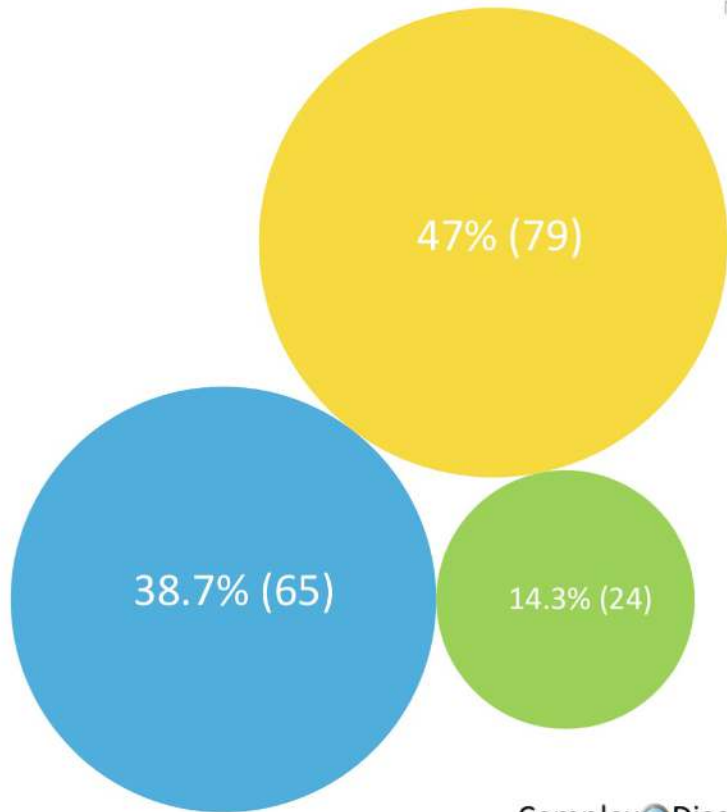
How would you guess revenue in your segment of the eDiscovery ecosystem will be six months from now?

**Revenue will be Lower**  
**8.3% (14/168)**



## Profits + Six Months

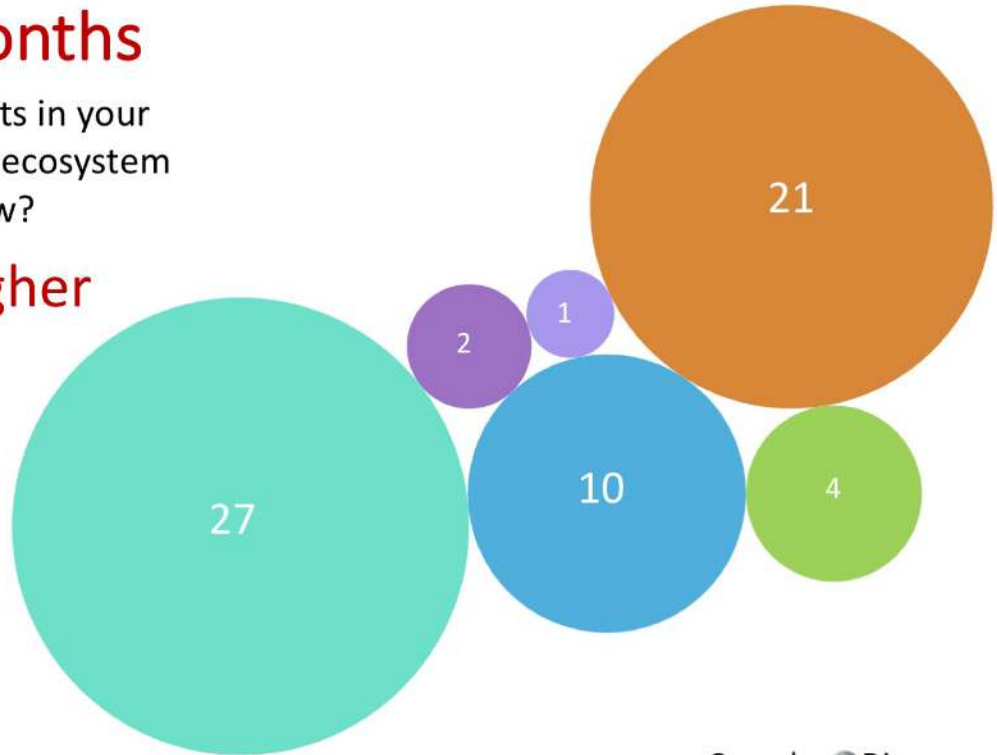
How would you guess profits in your segment of the eDiscovery ecosystem will be six months from now?



# Profits + Six Months

How would you guess profits in your segment of the eDiscovery ecosystem will be six months from now?

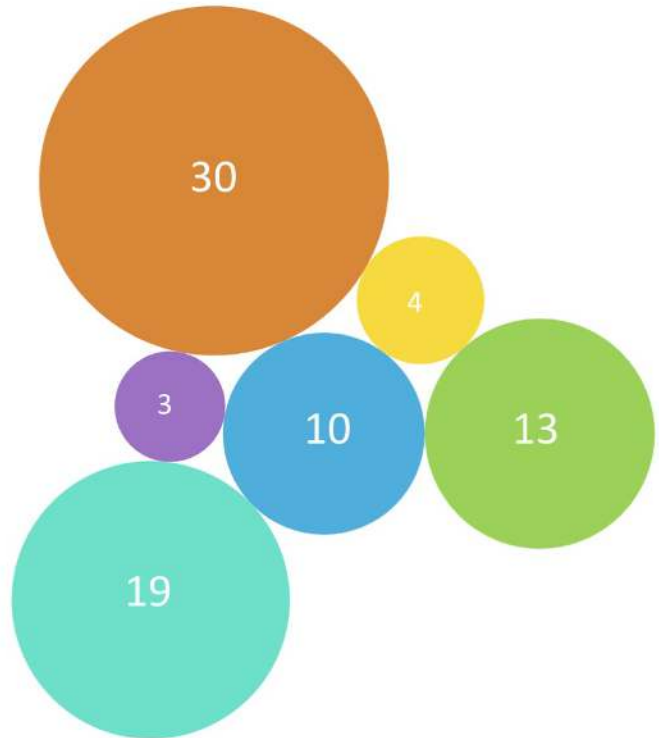
**Profits will be Higher**  
**38.7% (65/168)**



# Profits + Six Months

How would you guess profits in your segment of the eDiscovery ecosystem will be six months from now?

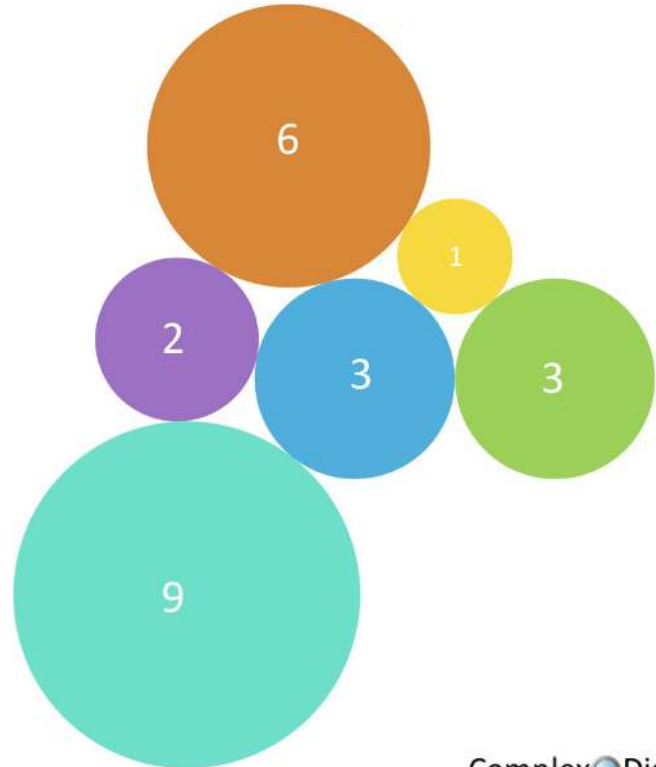
**Profits will be the Same**  
47% (79/168)



# Profits + Six Months

How would you guess profits in your segment of the eDiscovery ecosystem will be six months from now?

**Profits will be Lower**  
**14.3% (24/168)**



# Survey Trends

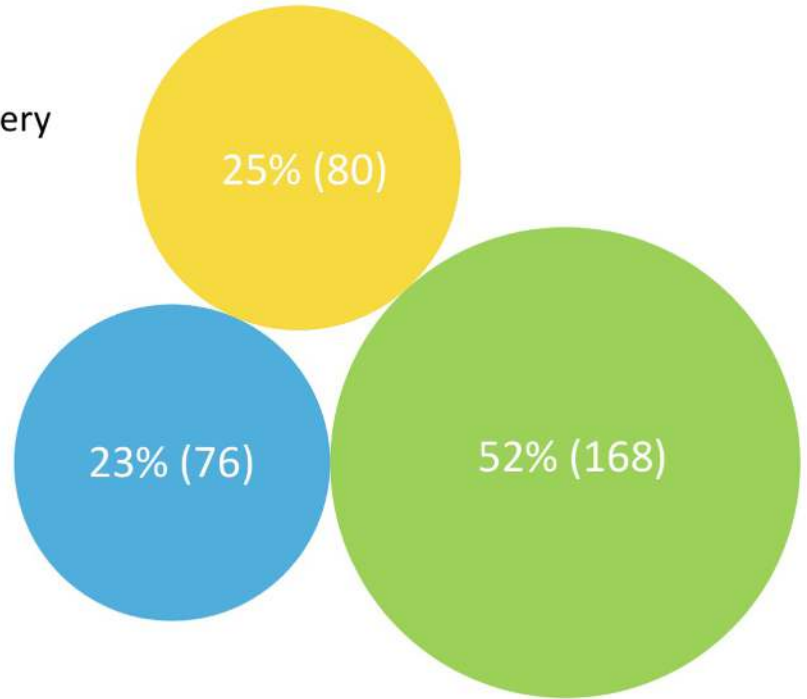
## The eDiscovery Business Confidence Survey





# Timing

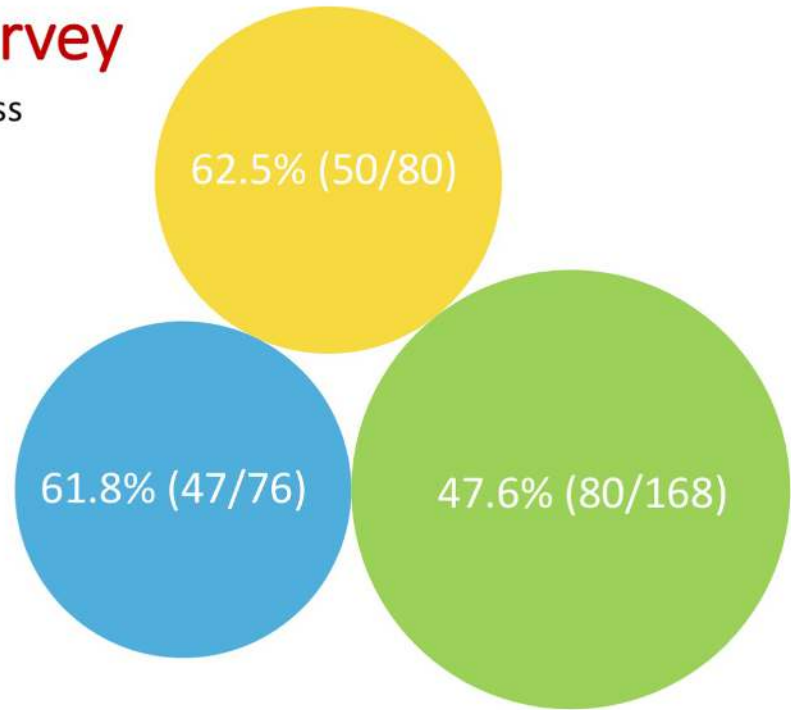
When did you take the 2016 eDiscovery Business Confidence Survey?



# General Climate by Survey

How would you rate the general business conditions in your segment?

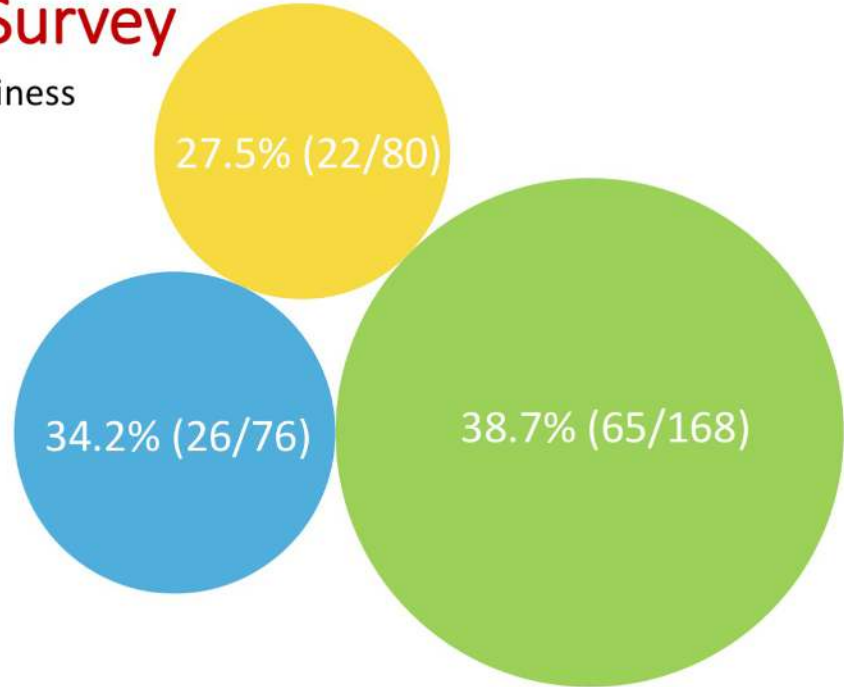
## Business is Good



# General Climate by Survey

How would you rate the general business conditions in your segment?

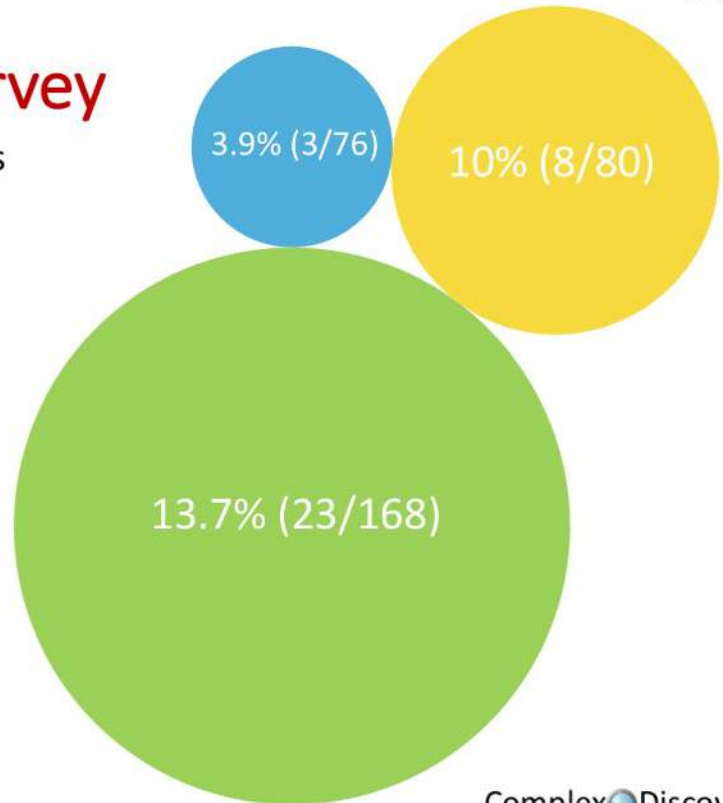
## Business is Normal



# General Climate by Survey

How would you rate the general business conditions in your segment?

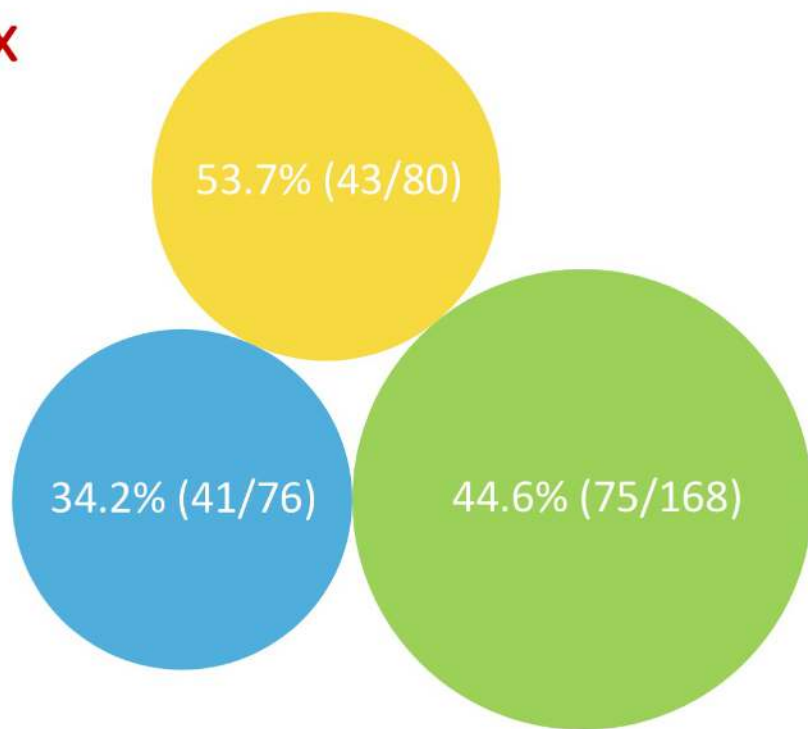
## Business is Bad



# General Climate + Six Months by Survey

How do you think the business conditions will be in your segment six months from now?

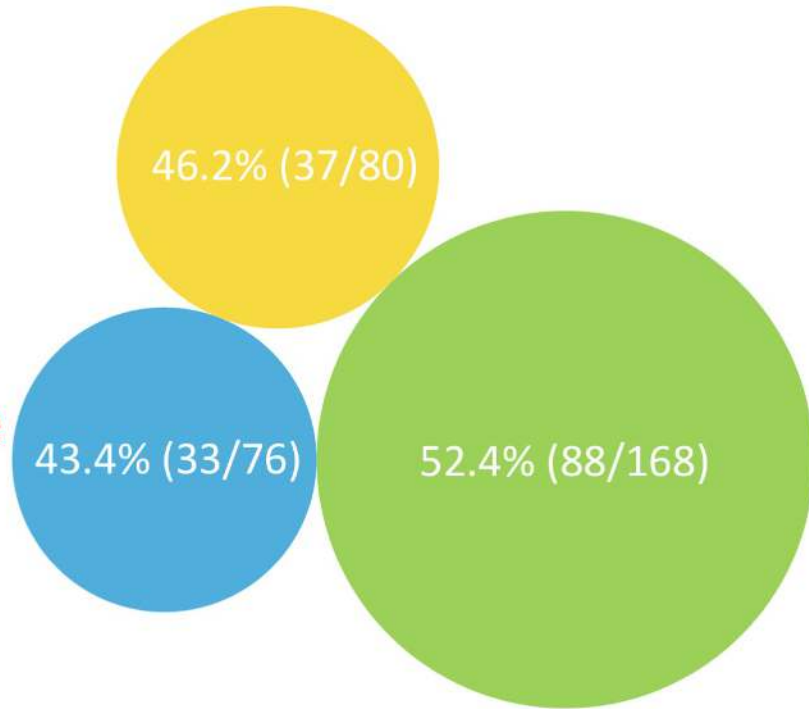
## Business will be Better



# General Climate + Six Months by Survey

How do you think the business conditions will be in your segment six months from now?

## Business will be the Same

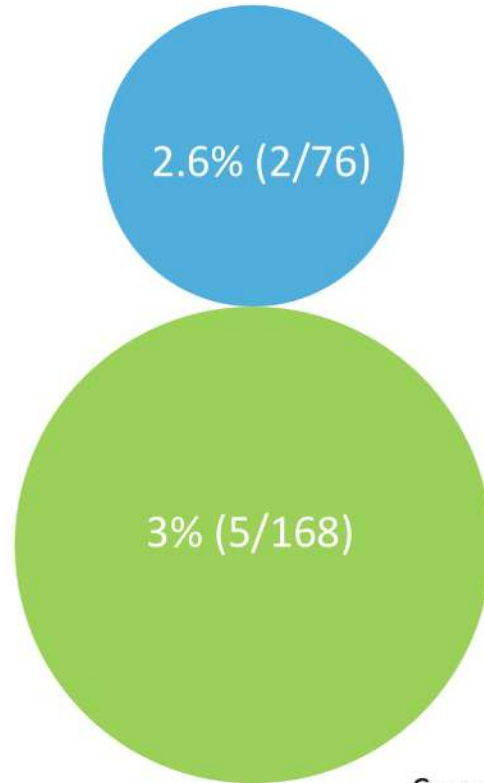




# General Climate + Six Months by Survey

How do you think the business conditions will be in your segment six months from now?

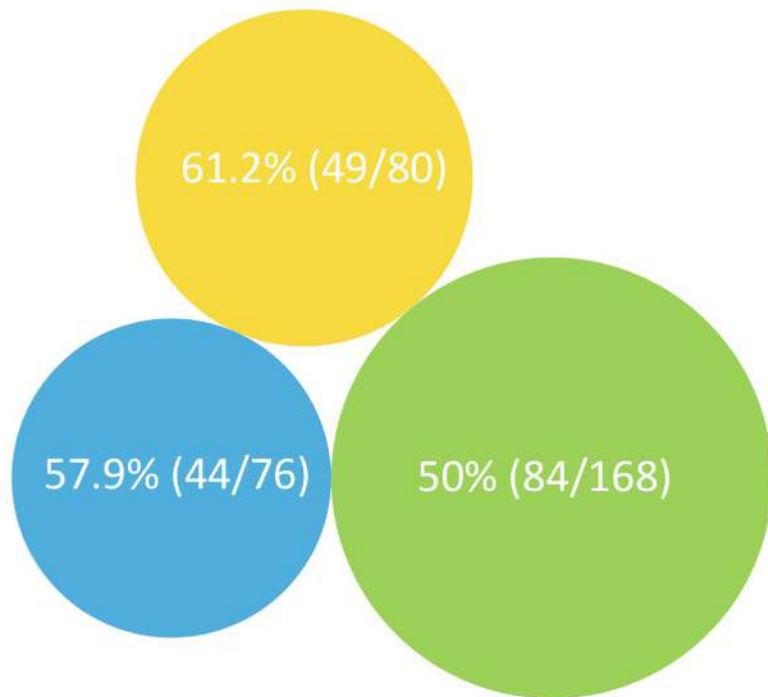
## Business will be Worse



## Revenue + Six Months by Survey

How would you guess revenue in your segment of the eDiscovery ecosystem will be six months from now?

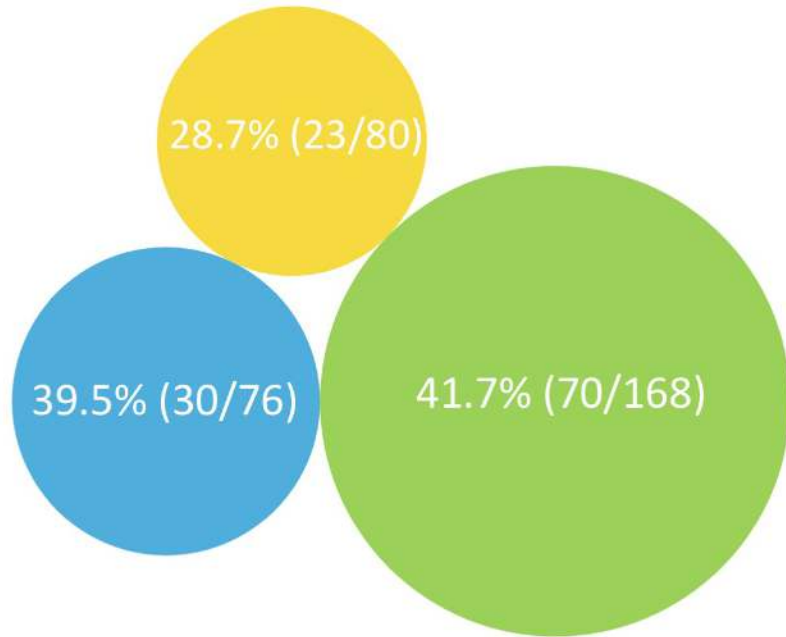
### Revenue will be Higher



## Revenue + Six Months by Survey

How would you guess revenue in your segment of the eDiscovery ecosystem will be six months from now?

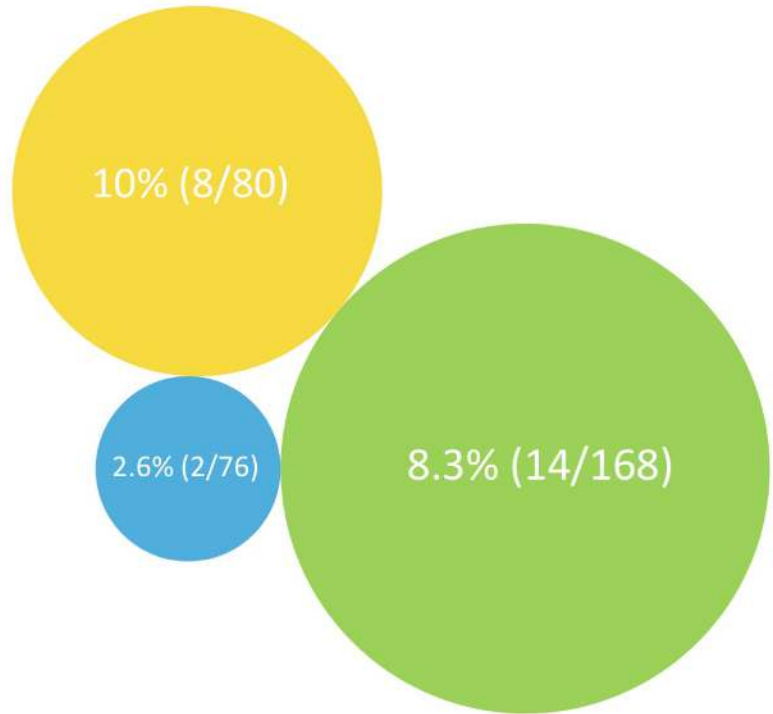
### Revenue will be the Same



## Revenue + Six Months by Survey

How would you guess revenue in your segment of the eDiscovery ecosystem will be six months from now?

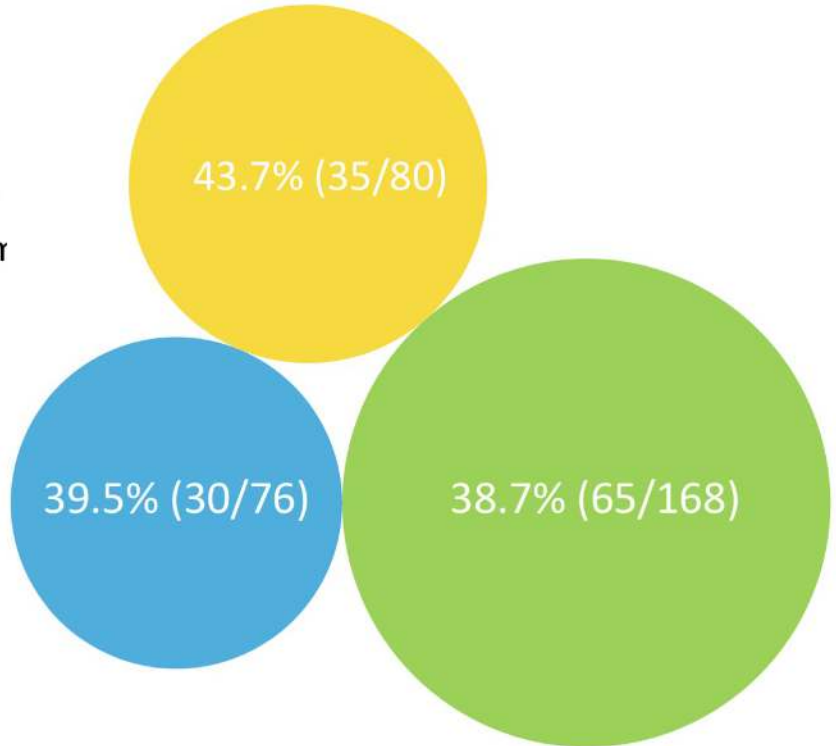
### Revenue will be Lower



## Profits + Six Months by Survey

How would you guess profits in your segment of the eDiscovery ecosystem will be six months from now?

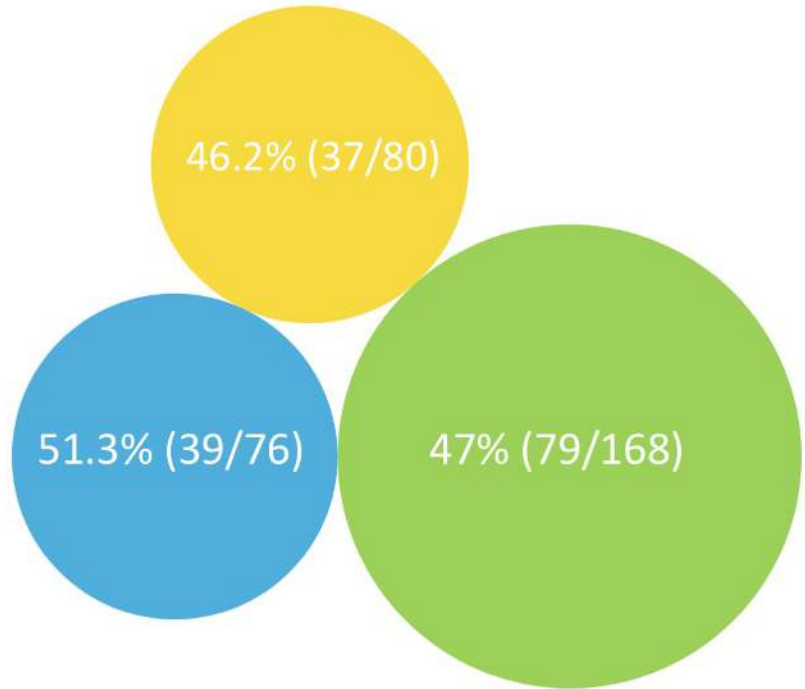
### Profits will be Higher



## Profits + Six Months by Survey

How would you guess profits in your segment of the eDiscovery ecosystem will be six months from now?

### Profits will be the Same

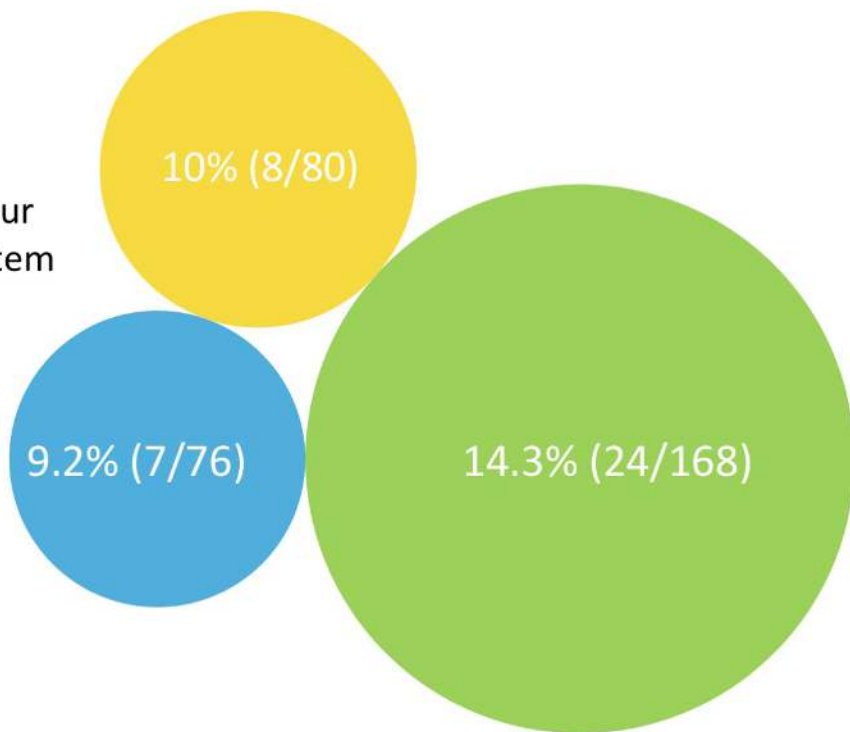




## Profits + Six Months by Survey

How would you guess profits in your segment of the eDiscovery ecosystem will be six months from now?

### Profits will be Lower



# Survey Reprise

The **eDiscovery Business Confidence Survey** is a non-scientific quarterly survey designed to provide insight into the business confidence level of individuals working in the eDiscovery ecosystem. The term 'business' represents the economic factors that impact the creation, delivery, and consumption of eDiscovery products and services.

## *Special Supporters of Summer 2016 Survey*

- Association of Certified E-Discovery Professionals
- CloudNine
- EDRM
- eDiscovery Daily Blog
- Legal Technology Professionals Institute
- Masters Conference
- Women in eDiscovery

### Survey Point of Contact

Rob Robinson

[wrrobinson@complexdiscovery.com](mailto:wrrobinson@complexdiscovery.com)

[ComplexDiscovery.com](http://ComplexDiscovery.com)

## *Next Survey*

- Fall 2016 (November 1 - 30, 2016)

““The business of eDiscovery is an ever-present and important variable in the equation of legal discovery,” shared Mary Mack, Executive Director of the Association of Certified eDiscovery Specialists (ACEDS). “As financial factors are a primary driver in eDiscovery decisions ranging from sourcing and staffing to development and deployment, ACEDS sees value in regularly checking the business pulse of eDiscovery professionals. The eDiscovery Business Confidence Survey provides a tool to help take that pulse on a systematic basis and ACEDS looks forward to sponsoring, participating, and reporting on the results of this salient survey each quarter.”

*Mary Mack, Executive Director, Association of E-Discovery Specialists*