People, process and technology

Discovering the intelligent connection

EY Discovery Services
Your discovery approach is pivotal. Do it wrong, and you invite risk. Do it right, and discovery acts as an enabler, helping you remain agile despite potentially restrictive technical and legal conditions. You need innovators, technology leaders and professionals vetted through real-world experience. With the right team, you can meet today’s challenges and take advantage of the next generation of discovery capabilities.

Global availability
- Ability to simultaneously execute in multiple geographies and multiple languages
- Consistent quality control, reporting and risk management procedures, supported with our global methodology, govern all discovery engagements around the globe
- Global IT infrastructure with dedicated resources

Scalability
- Multiple hosting options: enterprise deployment, cloud-based or mobile data center on clients’ premises
- Managed services and preferred provider arrangements with flexible pricing and dedicated resources

Diversity
- Knowledge of local cultures, data protection and privacy laws
- Deep technical skills of working with a wide range of tools, strengthened by global experience to handle client-specific challenges

Innovation
- Embedded analytics in each stage of the discovery process to accelerate response, achieve cost efficiency and provide insights
- Dedicated R&D resources for advanced data mining, including linguists and data scientists
- Big data methodology that integrates structured and unstructured data to deliver insights through interactive visualization tools

Experience
- Hands-on knowledge in managing high-profile complex regulatory and internal investigations, litigations and disputes
- Dedicated industry teams with knowledge of sector-specific data variations and the regulatory restrictions that govern them
- Thought leaders who are founding members of leading industry associations
The true discovery challenges

Organizations are often obligated to promptly respond to requests for ESI. The obligation requires the legal teams to find what they need when they need it. For that reason, companies that understand their information assets, safeguard them and discard, in a timely manner, outdated information more effectively manage their legal and regulatory risks and associated costs. During discovery, companies often encounter the following challenges:

ESI diversity and dispersion

Relevant ESI takes on many forms: emails, financial records, audio phone logs, mobile data, and social media activities, among others. The cloud has dramatically increased the places where ESI can reside, often on unknown physical platforms across political borders that are subject to different privacy and legal regimes, as well as different business practices. With new data formats and the cloud converging, organizations can face many obstacles in obtaining comprehensive information to gain insights for investigative and legal matters, as well as day-to-day business operations.

Cybersecurity vulnerability

The exponential increase of cyber breaches has permanently heightened the hazards of data security. Organizations are under greater pressure to understand and protect their information assets. Organizations also need to properly manage the legal and regulatory risks resulting from a breach. It is important for them to understand the protection protocols that reduce the risk of compromising sensitive data during digital data discovery.

Global data protection laws

Cross-border data transfer challenges, disparate data protection and privacy laws, and a shifting regulatory environment are forcing organizations worldwide to reconsider their information management standards. They are also mandating skill sets to help organizations adapt to an era of unprecedented oversight and intercontinental scrutiny.
EY Discovery Services

The diversity and dispersion of electronically stored information (ESI) within a universally challenging legal and regulatory environment are fueling the appeal of end-to-end discovery in order for companies to manage risks and reduce costs from working with multiple service providers. From pre-litigation information management to post-matter data disposition, our team's qualifications, experience and size enable us to serve as a single-source provider for our clients.

Discovery Data Services

We provide a full range of data processing services to help clients manage discovery needs on cases of all sizes, delivered through multiple hosting options. Our services include:

- Collecting, processing, normalizing, culling and hosting data
- Providing efficient web-based review capability
- Formatting select electronic records for production
- Augmenting in-house resources
Information Governance
Reliable, actionable retention policies and procedures help companies reduce information risk, control legal, IT and compliance costs, and derive business insights. We help clients:
- Identify and understand information assets
- Map data to legal hold requirements
- Dispose of redundant, outdated or trivial data

Discovery Advisory
By focusing on cost-saving measures and efficient, proportionate processes, we help clients:
- Develop customized workflows to identify and integrate diverse ESI
- Formulate strategies to securely process and transfer ESI per applicable legal and regulatory requirements
- Balance in-sourcing and outsourcing arrangements
- Assess and improve discovery programs and procedures

Collaborative and transparent
To handle high-pressure engagements, we rely on a globally consistent methodology and an effective communication plan, supported by rigorous reporting. Leveraging visualization, we empower users to track the entire discovery process through interactive, easy-to-navigate dashboards.

Managed Document Review
Our team of full-time and contract review professionals are led by a global leadership who possess deep industry, legal and technology knowledge. Striving to meet the specific needs of each matter, we:
- Scale our flexible sourcing model to a wide spectrum of matters, large or small
- Develop and implement data and document review protocols that focus on cost efficiency
- Implement analytics and custom workflows to assess review quality and reduce review time
- Uphold a repeatable and consistent quality control process

Discovery Analytics
We employ analytics, including technology-assisted review, in every stage of the discovery process to automate or otherwise accelerate the assessment of large data sets. We help clients:
- Visualize communication and fact patterns to support investigative objectives
- Extract concepts and relevant meaning from documents
- Classify and rank documents in an automated fashion
About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

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About EY’s Fraud Investigation & Dispute Services (FIDS)

Dealing with complex issues of fraud, regulatory compliance and business disputes can detract from efforts to succeed. Better management of fraud risk and compliance exposure is a critical business priority – no matter the size or industry sector. With over 4,500 fraud investigation and dispute professionals around the world, we will assemble the right multidisciplinary and culturally aligned team to work with you and your legal advisors. We work to give you the benefit of our broad sector experience, our deep subject matter knowledge and the latest insights from our work worldwide.

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