

Xerox® Litigation Services

Keeping Your Data Secure

Part of Xerox Corporation, the leading global business process outsourcing and document management company, Xerox® Litigation Services is one of the world's largest providers of electronic discovery and litigation support services. With more than two billion pages of hosted data, tens of thousands of end users and over 300 employees, we are the trusted partner of Fortune 500 corporations and AmLaw 100 firms, streamlining the e-discovery process from identification through production.

Data security is a critical issue for both Xerox® Litigation Services and our clients. With one of the most impressive technology infrastructures in the industry, we have developed comprehensive security measures to minimize risk and protect your data. These measures address system and database access control, intrusion prevention and detection, virus scanning and patch deployment. Additionally, Xerox® Litigation Services provides clients with seamless system and data redundancy.

OmniX™ Platform Access

All Xerox® Litigation Services' systems, including user access controls, have been architected to support strict security measures. User access requests originate from the client. Access (and revocation) requests are documented and require an approval chain to be executed. A dedicated Xerox® Litigation Services user management team maintains records and accounts. Users are assigned a unique user name and password. Passwords are randomly generated and hardened with upper and lower case mixes and no less than two numeric characters. Passwords are stored and authenticated by the Oracle standard authentication mechanism and are hashed within this mechanism.

In addition, Xerox® Litigation Services offers clients RSA SecurID two-factor authentication. For internal operations, role-based access to systems is set at the function level and strictly limited based on job requirements.

Data Encryption

The OmniX platform utilizes 256-bit AES SSL encryption to further protect your data during transmission, exceeding standards for web-based security.

Third-Party Audits

Xerox® Litigation Services is SAS 70 Type II certified. In addition, third-party ethical hacks are conducted on an annual basis and reports are made available to clients upon request. Testing includes a detailed vulnerability assessment and application security evaluation.



Audit Trail

Xerox® Litigation Services utilizes industry best practices to provide end-to-end audit capabilities and create a documented chain of custody for all client data. All internal and client actions (log ins, document reviews, print outs, coding edits, updates, etc.) are logged and archived daily to an off-site facility.

The Xerox® Litigation Services' Operations Group is specifically responsible for processing and managing documents and data. All actions taken by this group are tracked and logged throughout the operational process and are driven by internal checklists to ensure rigorous quality control. This creates an accurate and comprehensive chain of custody that provides historical information about each document processed and loaded onto the platform. Xerox® Litigation Services has successfully substantiated chain of custody for multiple clients in dispute situations.

Intrusion Detection and Monitoring Services

Xerox® Litigation Services' Network Operations Center (NOC) monitors all network and server activity in real time. Data is collected and fed into an event and incident console which is monitored on-site 24x365—staff is immediately alerted of any suspicious traffic. The NOC is responsible for tracking, escalating and reporting on system issues. Proactive system alerts such as server temperature monitoring, redundant power distribution alerts and redundant storage path alerts also assist in identifying potential failures or upstream issues.

Physical Site

Three Xerox® Litigation Services-staffed shifts, augmented by professional security guards, provide 24x365 security coverage. The facility is equipped with dual camera systems to monitor all ingress and egress points, the data center and stairwells. Zoned keycard access is required with segregated security levels for essential staff in high-sensitivity areas. The keycard access system logs all employee access to the facility. Guests visiting Xerox® Litigation Services are required to sign-in, display an identification badge and are escorted at all times.

About Xerox® Litigation Services. Voted “Best eDiscovery Provider” two years in a row in the 2010 and 2011 *New York Law Journal* rankings, Xerox® Litigation Services is one of the world's largest providers of e-discovery technologies and services. With more than two billion pages of hosted data, tens of thousands of client users and over 300 employees, Xerox® Litigation Services is the trusted partner of global corporations and their outside counsel, streamlining the e-discovery process from collection through production. With our OmniX™ review platform, automated document classification technology, CategoriX and a wide range of e-discovery consulting services, Xerox® Litigation Services efficiently and effectively manages the most complex, voluminous discovery projects from beginning to end.

For more information on Xerox® Litigation Services visit www.xerox-xls.com, call 877.273.3887 or e-mail info@xls.xerox.com.

Secondary Data Center

Xerox® Litigation Services' state-of-the-art secondary center maximizes the protection of clients' data. The facility is geographically and environmentally diverse from our primary center and contains more than 5,500 square feet of server space. Designed to handle high-volume and high-throughput, the facility has more than two petabytes of storage capacity. Biometric access is required to gain entry; the Xerox-owned building is staffed by security 24x365. Various network connectivity points exist between the primary and secondary site; a SONET ring provides ongoing transmission between the two locations. All electronic processing takes place simultaneously at both facilities.

Redundant Back-up

Three database tiers, three storage tiers and a fault-tolerant application server cluster are in position to provide fully redundant back-up. Dual Internet connections are configured to provide network failover capabilities.

For offline back-ups, Xerox® Litigation Services employs a high-performance IBM TS3500 tape library device. Client data is stored in the library on tapes, each dedicated to one task—facilitating rapid export and restore capabilities, while meeting data segregation requirements.

Disaster Recovery

Xerox® Litigation Services has an extensive disaster recovery and business continuity plan in place, developed to restore vital business functions in the event of a disaster. The following strategies have been adopted to ensure expedient resumption of normal operations should a disaster occur.

- **Hot Site:** Client data is replicated in real time to a back-up facility with equivalent processing power to the main site. Processing resumes at the back-up facility with the current data already in place and ready to run.
- **Rapid Issue Escalation:** A proven combination of Xerox® Litigation Services-staffed system monitoring and automated alerts provide immediate notification to response teams of a site incident. Our proactive Client Services team is tasked with communicating any service-impacting event to clients.
- **Regular Testing and Auditing:** Full site fail-over capabilities are regularly tested and audited to validate that service redundancy features remain current and available.

Why Xerox?

Xerox® Litigation Services' OmniX™ review platform is proprietary. Your data is processed and hosted internally, which means your data never leaves our environment and you know exactly where and how it is managed. That, combined with our preventive and reactive security measures, ensures clients that their data is in safe hands. Xerox® Litigation Services works with clients on an individual basis to address specific security requirements.

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