

FREQUENTLY ASKED QUESTIONS (FAQS)

Getting Started with CaseGuard

❖ **How quickly can I get started?**

Right away. With no software to install or maintain, our applications deploy immediately.

❖ **Can I try the service before subscribing?**

Yes. We invite you to try us for 14 days with no strings attached.

❖ **How is pricing determined?**

Pricing is pay-as-you-go based solely on litigation volume. No annual contracts or extended financial commitments.

❖ **Can you support large, multinational clients?**

Yes. Our solutions work in concert with existing investments in IT and security in full consideration of corporate compliance requirements and multi-jurisdiction privacy law.

❖ **Can you support clients with fewer than 1,000 employees?**

Yes. Our solutions are designed and priced to enable compliance based on your litigation volume.

Customer Support and Training

❖ **What is a “dedicated” Customer Care professional?**

Every customer receives a dedicated customer care professional who serves as the key contact for questions, support, and training. These services are offered at no additional cost.

❖ **Do you provide training?**

Yes. Our solutions are designed to be highly intuitive with minimal training needs. Our team is, however, available to provide training and education to product users and associated stakeholders.

❖ **Is someone available to talk to my IT staff?**

Yes. Our technical team has deep experience with enterprise level technologies and is available to review our specifications with your IT team.

Technology Requirements and Benefits

❖ **What kinds of software and hardware will I need to use CaseGuard solutions?**

CaseGuard solutions are 100% web-based. Our clients need nothing more than a standard browser and Internet connection to access the system. There are no downloads or special installs required.

❖ **What browsers are supported by CaseGuard solutions?**

CaseGuard solutions support Internet Explorer 7.01, SP1 and above and FireFox 3.5.3 and above. Our system does not require any plug-ins or other components to be installed on the users' computers.

❖ **What involvement is required from my company IT department?**

Minimal. Beyond a minimal amount of up-front coordination, most of the technical aspects of CaseGuard functionality are handled by our system.

❖ **How often do you upgrade your system or release new versions?**

We are constantly adding new features and functionality to our systems based on user requests and feedback. Because of the web-based nature of the system, all users have immediate access to upgrades and additional features.

Security and Availability

❖ Do I need to recertify controls if I subscribe to CaseGuard solutions?

We work in concert with your document management systems, leaving content within your corporate environment and security protocols. We leverage the ongoing investment of your IT security and avoid the need to review and recertify controls.

❖ How do you insure the security of CaseGuard systems?

CaseGuard partners with its vendors to maintain an active security program that includes:

- automatic update of virus protection software,
- current operating system patches and updates, on-going monitoring of all firewalls and web servers, hardware and software intrusion detection,
- monitoring of event logs and Internet activity,
- restricted access to management functions on production servers, and
- 24/7 monitoring of the entire network.

CaseGuard is a secure site using 128 bit encryption and a Secure Server Certification Authority. Pursuant to our security protocols:

- client data is stored on a database server that resides behind a "hardware firewall" (not directly on the Internet),
- the database will only accept requests for the data that has passed our security checks, and
- access to the system is granted by username and password only according to the rights assigned to a specific use.

❖ Do you have a disaster recovery plan to insure availability?

CaseGuard partners with vendors to maintain an active program designed to reduce downtime in the event of a major catastrophe. These programs include:

- co-located services providing redundant Internet and telecommunication routing, redundant power supply and state of the art fire suppression,
- redundant hardware,
- redundant power supplies, and
- daily system and data back-ups sent off-site.

❖ Do you guarantee uptime?

CaseGuard has a Service Level Agreement that guarantees 99.9% uptime of its Internet services. As a part of the Service Level Agreement, CaseGuard will credit a portion of the monthly license fee for downtime in excess of the agreed upon level. Uptime calculations do not include scheduled maintenance.

❖ Do you perform any periodic maintenance, and what is the maintenance window?

We perform system wide maintenance that requires downtime for the entire system twice per year (January and July). We perform this maintenance between 11:00 PM and 4:00 AM (EST) on a Saturday (evening) or major holiday, to minimize user inconvenience. Downtime is generally 2-4 hours. Users are notified at least 2 weeks in advance of all scheduled maintenance.

Our Benefits

Economical

- ❖ **Scalable costs match litigation volume.** CaseGuard users access services, on-demand, tailored to their litigation volume. Legal teams can choose to allocate the costs of compliance internally in a way that is defensible and transparent.
- ❖ **Unprecedented time-to-value.** Our applications deploy immediately – much faster than installation-required litigation holds offerings – with a total cost of ownership five to ten times less than with installed software.
- ❖ **Less expensive initially – and in the long-run.** CaseGuard solutions are provided pay-as-you-go. There are no heavy up-front costs or hidden expenses of maintenance and updates. With no software to install, you will always have the latest version.

Convenient

- ❖ **Accessible wherever you are.** Device and location independence enable users to access our solutions using a web browser regardless of their location or what device they are using. As infrastructure is off-site and accessed via the Internet, users can securely connect from anywhere.
- ❖ **Easy on administrators.** CaseGuard users can tailor notifications and access reports with the ease of navigating their favorite websites.
- ❖ **Compatible with your environment.** We work in concert with your document management systems, leaving content within your corporate environment and security protocols. We leverage the ongoing investment of your IT security and avoid the need to review and recertify controls.

Dependable

- ❖ **Available.** Our environments take advantage of server redundancy providing you with 99.9% uptime and disaster recovery.
- ❖ **Rigorously tested.** Our products receive hundreds of hours of on-going testing with improvements delivered real-time and seamlessly to our customers.
- ❖ **Secure and confidential.** Your information is protected by 128-bit SSL security. Data maintained and backed up in access-controlled, monitored Tier 1 data center.

About CaseGuard

CaseGuard specializes in providing intuitive, secure, and affordable litigation software solutions that allow companies to achieve efficiency and compliance from day one. Our technology is all founded on the best of what software as a service (SaaS) has to offer – your application secure and available on any machine, anywhere. No more expensive, risky, time consuming installations and days of training. That's what we do at CaseGuard: industry-leading litigation management software that reflects a strong grasp of the underlying legal issues and actual attorney workflow.

Each of our solutions is designed to address different needs, be flexible to match your actual litigation volume, and structured to allow legal teams to allocate cost of compliance across budgets, matters, departments or divisions. Our mission at CaseGuard is not simply to deliver software, but to deliver real value – giving us the ability to offer our customers a true edge in eDiscovery compliance and litigation management with solutions that are accessible anytime and anywhere.

CaseGuard is a privately held corporation with its headquarters in Arlington, Virginia. Visit us on the web at: www.caseguardtech.com.

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