

FACT SHEET

ReviewRight® Off-Shore

Understanding HaystackID® ReviewRight
Off-Shore Review Services and Security



HAYSTACK®



Strategic Off-Shore Review

HaystackID ReviewRight Off-Shore review services provide law firms and corporations with strategic resources and secure processes to rapidly, securely, and economically address the demanding and accelerating opportunities for cybersecurity incident response and legal discovery document reviewers. Managed by the world's most experienced on-premises and remote document review management provider, HaystackID, ReviewRight Off-Shore delivers trained, qualified, and certified Indian legal professionals operating around the clock from protected facilities with secure infrastructure to support the most time-sensitive, privacy-dependent review requirements.



Overview

According to Thomson Reuters and the Georgetown Law Center for the Study of the Legal Profession, \$6.2 billion is spent annually on outsourced legal work under the direction of corporate legal departments and law firms. ⁽¹⁾ This spend includes globally delivered eDiscovery and document review services from providers such as HaystackID. As part of this spending, a growing number of leading corporations and law firms are outsourcing and off-shoring cybersecurity incident response and legal discovery document review requirements. The increase in the acceptance and use of outsourced off-shore expert document review support is driven by multiple factors including:

- Increasing Need for Qualified and Certified Reviewers
- Remote Security Advances in Processes and Infrastructure
- Hyper Competitive Cost Challenges for People and Projects
- Legal, Regulatory, and Policy Requirements for Timelines and Deadlines

As the industry's most experienced and proficient provider of secure document review services, HaystackID has more than eleven years of remote review management experience, with more than 3,500 virtual projects completed. With over 27,000 trained reviewers supporting global onsite and remote reviews, HaystackID's ReviewRight offerings now include premium off-shoring document review support for time and cost-sensitive cybersecurity incident response and legal document review requirements. ReviewRight Off-Shore provides corporations and law firms with additional document review resources including HaystackID expert and experienced review managers who have trained, certified, secured, and managed proven processes and secure infrastructure. This approach enables clients to meet the timelines and deadlines of legal, regulatory, and policy requirements while realizing the financial benefits of off-shore sourced reviewers. All provided without sacrificing security or control of review processes and infrastructure. ⁽²⁾

ReviewRight Off-Shore: Strategic Sourcing for Tactical Needs

With a base of operations in the tri-city area of Chandigarh, Mohali, and Panchkula, India, HaystackID's Off-Shore review capability is delivered from and supported by a state-of-the-art ISO 27001:2013 certified operations center. This 24/7 facility is protected by multitier security, including biometric access, high-speed fiber internet connectivity, and backup power generators. This facility also provides review stations and support for off-shore sourced reviewers, providing them with the connectivity they need as well as HaystackID clients with the security they deserve.

India Based. Globally Secure.

From the tri-city area, HaystackID has extended its ReviewRight Match® approach to mobilizing the best qualified and available reviewers by applying a combination of proprietary technologies, innovative evaluation tools, and proven protocols to ensure comprehensive testing, qualification, and certification of all off-shore reviewers. Off-shore reviewer selection consists of an enrollment process, an assessment process, a qualification process, and a certification process.

These four elements, when successfully navigated, allow sourced reviewers to be considered for ReviewRight Off-Shore projects.

Additionally, as part of the Indian-specific enrollment process, a detailed privacy and security protocol is followed to ensure all reviewers and review teams meet the highest personal and professional integrity standards. This protocol includes but is not limited to the following activities:

- All reviewer candidates sign confidentiality agreements. Additional matter-specific agreements are signed by team members as required.
- All reviewer candidates hired for employment are subject to third-party background checks. If there are any discrepancies in this process, the employment of the review candidate is terminated immediately.
- All reviewer candidates are subject to criminal records database checks, including Central Bureau of Investigation most wanted list, Supreme Court records check, and Central Vigilance Commission database check.

- All reviewer candidates are subject to civil litigation database checks, including labor and service law violations, consumer protection violations, tax violations, and company law violations.
- All reviewer candidates are subject to educational verification, including the complete name of qualification, degrees attained, and school/college/institution attended.
- All reviewer candidates are subject to employment verification, including employer name, dates employed, remuneration, the reason for leaving, and reference checks.

Key Benefits of Off-Shore Selection Process

- Confidence in the Capability of Reviewers
- Speed in the Assembly of Review Teams
- High-Performance Review Capability
- Seamless Integration with HaystackID Review Management

This process also ensures that the selection of reviewers are not only cybersecurity or legal review experts but also review experts with the appropriate domain expertise and language skills to accomplish the required review tasks.

Local Review Center. Global Remote Access.

Individual off-shore reviewers operate from the tri-city-based operations center from protected and secured review locations, rooms, and terminals. Each reviewer is trained and works within a four-layer remote security framework that ensures the highest level of review security available. These four security layers include:

- 1. Review Terminal Security Layer: *Connectivity and Collaboration-Centric Features***
- 2. Review Platform Security Layer: *Review Platform-Centric Features***
- 3. Review Session Security Layer: *Advanced Review Session-Centric Features***
- 4. Review Support Security Layer: *Review and Review Team Support Features***

Detailed security features developed, designed, and integrated into the ReviewRight Off-Shore review security infrastructure are provided below and ensure the appropriate level of security to meet policy, privacy, and project needs.



Review Terminal Security Features

Feature	ReviewRight Off-Shore
Data Isolation from Personal Computer (Local Files / USB)	X
Project-Specific Email Accounts	X
Email Send / Receive / Attachment Restrictions	X
Project-Specific Collaboration Area (Files / Chat)	X
Copy / Print / Download / Clipboard Restrictions	X
Screenshot Egress Prevention	X
Multi-Factor Authentication	X
URL Whitelist Internet Filter	X
Working Hours Restrictions	X
Antivirus Enabled and Updated Daily	X
Application Installation Restrictions	X
SSL Encrypted Connection Requirement	X
Data Encryption at Rest	X
OS / Application Patches and Security Updates	X
IP / Region Restrictions	X
Screen Watermark	X

Review Platform Security Features

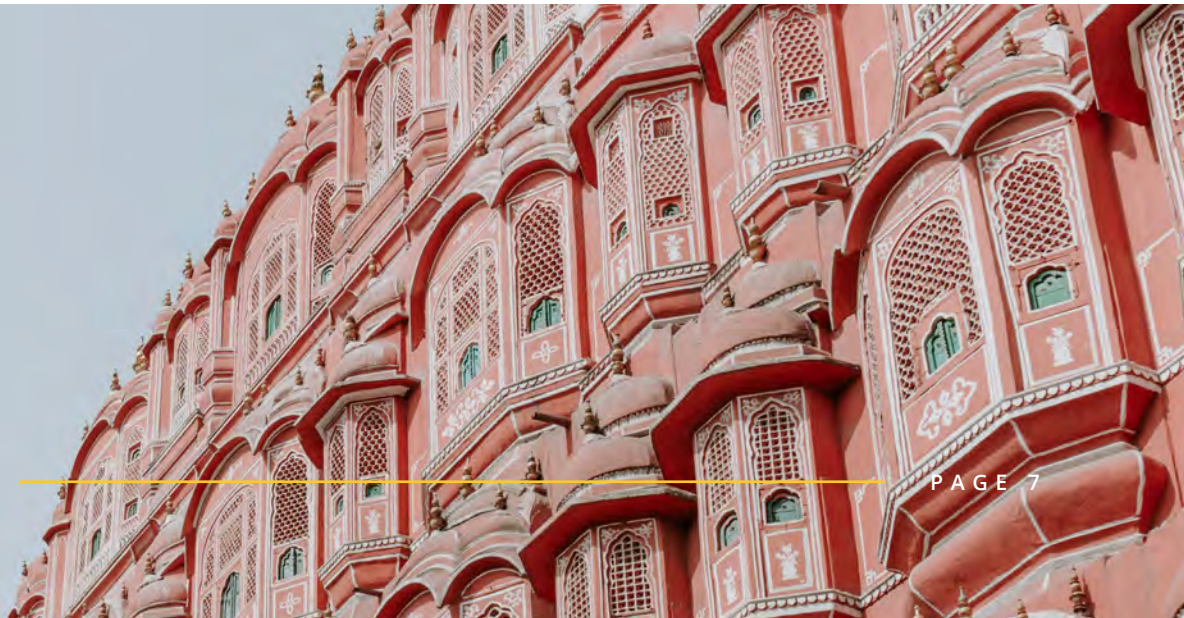
Feature	ReviewRight Off-Shore
User Activity Audits and Logging	X
IP Restrictions Prevent Access Outside Review Terminal	X
Multi-Factor Authentication	X

Review Support Security

Feature	ReviewRight Off-Shore
3rd Party Security Audits	X
Helpdesk Support Team	X
User Access Logging	X
User Access Reporting	X

Review Session Security Features

Feature	ReviewRight Off-Shore
PC / Mac Compatible	X



ReviewRight at a Glance

Core ReviewRight Review Services from HaystackID

- **Off-Shore** (Secure Off-Shore Review)
- **Virtual** (Secure Remote Review)
- **Match** (Reviewer Qualification and Sourcing)
- **Protect** (Post-Data Breach Discovery and Review)
- **Protect Analytics** (AI Review and Advanced Reporting)
- **Automate** (Technology-Enhanced Review)
- **Translate** (Foreign Language Review)
- **Manage** (Managed Review)
- **Host** (Review Hosting)

HaystackID Managed Review by the Numbers

**Secure Off-Shore
Review Capability**
from India
(Off-Shore)

27,000+
Reviewers Qualified
(Match)

3,500+
Remote Review
Projects Managed
(Manage)

11
Years Remote
Review Experience
(Match)

5
SOC 2 Type II Trust
Service Attestations
(Virtual)

4
Layers of Remote
Reviewer Security
(Virtual)

3
Levels of
Advanced Analytics
(Automate)

1st
Remote Review
Provider in Industry
(ReviewRight)

Learn More. Today.

[Contact us today](#) to learn more about HaystackID's ReviewRight Off-Shore review services and how these services can accelerate, augment, and complement your critical, time-sensitive cybersecurity incident response and legal document review requirements.

About ReviewRight®

HaystackID's ReviewRight review services provide leading legal departments and law firms with the most experienced, qualified, innovative, secure, and trusted legal review capabilities in the world. From data creation to document production, HaystackID's advanced training, workflows, and technologies support time-sensitive data-intensive legal review use cases ranging from information governance audits and cybersecurity investigations to complex submissions and litigation-centric reviews in highly regulated industries. For more information on ReviewRight services, visit HaystackID.com/Review-Right/

About HaystackID®

HaystackID is a specialized eDiscovery services firm that supports law firms and corporate legal departments and has increased its offerings and expanded with five acquisitions since 2018. Its core offerings now include Global Advisory, Discovery Intelligence, HaystackID Core®, and artificial intelligence-enhanced Global Managed Review services powered by ReviewRight®. The company has achieved ISO 27001 compliance and completed a SOC 2 Type 2 audit for all five trust principles for the third year in a row. Repeatedly recognized as a trusted service provider by prestigious publishers such as Chambers, Gartner, IDC, and The National Law Journal, HaystackID implements innovative cyber discovery services, enterprise solutions, and legal discovery offerings to leading companies across North America and Europe, all while providing best-in-class customer service and prioritizing security, privacy, and integrity. For more information about its suite of services, including programs and solutions for unique legal enterprise needs, please visit HaystackID.com.

References

- (1) Alternative Legal Service Providers: Understanding the Growth and Benefits of These New Legal Providers. (2017) Thomson Reuters. Available at https://static.legalsolutions.thomsonreuters.com/static/pdf/Alternative-Legal-Service-Providers_Long.pdf
- (2) HaystackID Operational and Review Notes. (2023) HaystackID.