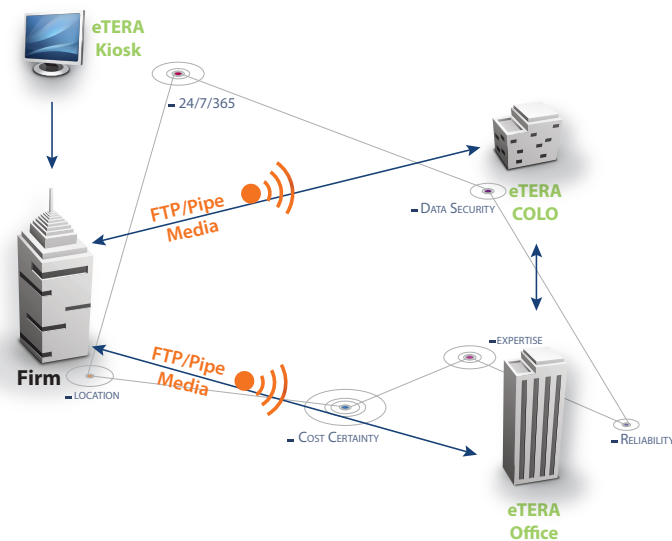


## Benefits

- Cost certainty
- Cutting edge technology without capital investment
- Cost recovery
- Fully integrated solution
- Certified subject matter experts in multiple disciplines
- Search specialists
- 24/7/365 support
- SSAE-16 Data security certification
- Compliance

*eTERA Consulting's Opt1mum One® is a dynamic and scalable eDiscovery and litigation support Managed Services solution for law firms that delivers highly responsive services on demand and predictable budgets. Opt1mum One® empowers firms to establish and enhance in-house capabilities by decreasing capital and operational budgets.*



**Why outsource? Opt1mum One® Managed Services is a smart business decision for law firms.**

Opt1mum One® delivers on two critical objectives; cost control and risk reduction. Conceived and developed by top law firm professionals, Opt1mum One® makes outsourcing litigation support services straightforward and efficient. Subscription-based resources are available with cost certainty assured. Legal teams gain access to SMEs to enhance and support the defensibility of legal decisions.

### Optimize the Depth and Breadth of Your Firm's Litigation Support Services

- Best-in-class technology
- Legal project managers
- Reduce or eliminate yearly capital expenditure
- Data security
- Reliable IT infrastructure
- Predictable budget
- Contingency plans for emergency preparedness



eTERA Consulting  
1100 17th Street, NW  
Suite 605  
Washington, DC 20036  
202-349-0177  
www.eteraconsulting.com



### Members of the eTERA Managed Services Team

- Bob Gillespie  
Vice President, ESI
- Maria Herrera  
Global Managing Director, IT and Operations
- Todd Haley  
Vice President, Business Intelligence

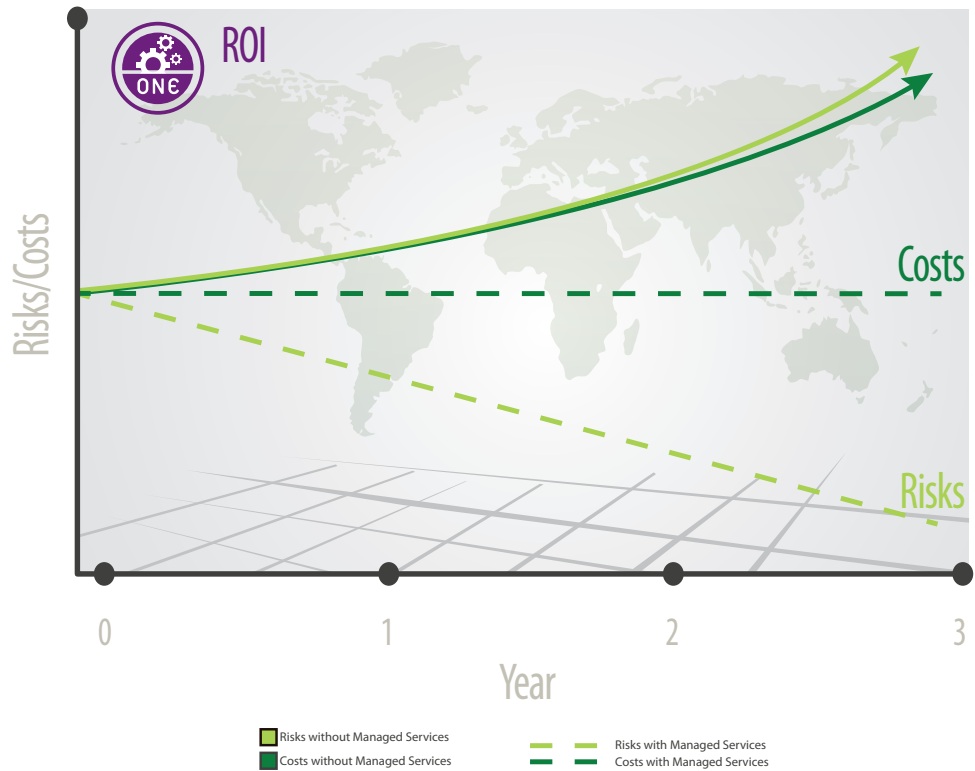
### Managed Services Components

- ROI reporting
- Secure co-location facilities
- Strict information and data security protocols
- Technology utilization program
- On demand support staff
- IT partner resources
- Training



**OPT1MUMONE**  
On demand, outsourced litigation support

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*Opt1mum One® Managed Services delivers cost certainty by managing hardware, software, personnel, training and 24/7 support requirements.*

The eTERA Consulting Managed Services team, comprised of law firm CTOs and CIOs, have developed a Managed Services ROI calculator to expose hidden costs and assist C-level executives in making sound financial decisions when considering to in-source or outsource litigation support and eDiscovery functions. The ROI calculator is a predictable and effective tool that can be utilized by Executive and eDiscovery Committees, CTOs/ CIOs/COOs and litigation support directors/managers to assess the value, budgetary requirements, and risks associated with the management of “big data,” infrastructure and overall sustainability of litigation requirements.

By significantly reducing costs and risks, Opt1mum One® Managed Services allows litigation and eDiscovery personnel to focus on efficiencies, client needs, and case management instead of the day-to-day operations and security risks associated with data volumes and complex data. For law firms, this translates to:

- Less IT capital and operational expenditures
- Significant reduction in recruitment expenses and retention of support staff
- Better utilization of office footprint for billable professionals
- Added value to clients