

Q What's the history of One Discovery?

A Founded in early 2016, One Discovery is a leading technology company that offers unrivaled solutions for data management, eDiscovery and trial preparation. All of One Discovery's software solutions – including Legal Radius – were built from the ground up by eDiscovery and litigation support experts.

Q Where is the company based?

A The Legal Radius team and software are part of One Discovery which is based in Virginia.

Q Did you develop the software yourself?

A Yes – the same team that wrote the first lines of code for Legal Radius works on it today. First available via CD in the mid-2000's we moved the solution online more than 15 years ago. The code is under active development with new features, performance enhancements and bug fixes being released regularly.

Q How many employees does One Discovery have?

A One Discovery is a small company – with less than 100 employees – which allows us to focus on software development, client support and success and growing our business through the addition of new clients.

Q What law firms have you worked with?

A Our clients include a wide-range of legal teams – from small, single lawyer law firms to some of the largest law firms in the world. In fact, 9 of the top 10 Am Law law firms have used Legal Radius since our inception.

Q Who uses the software?

A From a roles and responsibilities perspective, our software is used by legal teams focused on litigation. This can include trial attorneys, litigation support, paralegals, IT and members of the eDiscovery team.

Q What are your support hours?

A Our support hours are from 8:00 AM – 8:30 PM Eastern (5:00 AM – 5:30 PM PST).

Q How do you bill?

A Legal Radius can be licensed several ways to meet the needs of the law firm. We offer simple “pay-as-you-go” options for teams who need the software for a single case as well as “annual subscription” for teams wishing to standardize their trial prep processes. Our latest option, “firm-wide” deployment, is quickly becoming our most popular option. Ask your client services specialist for more information.

Q Does your data ever leave the United States?

A No, all data hosted inside Legal Radius resides on servers in the United States.

Q Can more than one person look at a transcript at the same time?

A Yes, there is no limit to how many people can view and annotate the same transcript concurrently.

Q What is the difference between technical support and tech services?

A Below is a table of included services vs. fee-based professional services:

Service	Included with basic licensing (no fee)	Additional fee-based professional services (fees incurred)
User access issues (lost password, etc.)	✓	
Software not behaving as expected	✓	
Case creation	✓	
Loading transcripts		✓
Fixing problematic load files		✓
Assistance with applying overlays		✓
Assistance migrating data from other software solution	Discuss options with your client solutions specialist	

Q Can we migrate data from a different solution (Case Notebook, Opus 2) to Legal Radius?

A Yes. Depending on your installation, and how your data is configured in the current system, migration can range from simple to complex. For most installations we can migrate data from your current system to Legal Radius quickly and efficiently. Please ask your client solutions specialist for more information on these processes.

Q What file types does Legal Radius accept?

A The below listed transcript file types are the most common provided by court reporters. They are listed in order from most preferred to least preferred file formats.

File types that can be uploaded directly to Legal Radius:

- **XMEF:** May contain video-sync data. May also bundle exhibits and linking info.
 - o Transcript, Video Sync and Exhibits
- **XML:** (Time Coder) Contains transcript text and video-sync.
 - o Transcript and Video Sync
- **LEF:** (TextMap) Bundle with transcript and exhibits. Link locations for the exhibits.
 - o Transcript and Exhibits
- **PTF:** (LiveNote) Accurate date, name and volume of the deposition.
 - o Transcript Plus possible annotations if exported from LiveNote
- **PTC:** (LiveNote) – Multiple PTFs in one file. Direct load into LR.
 - o Transcript Plus possible annotations if exported from LiveNote
- **TXT:** formatting varies from text file to text file (best to put through West Publisher 6 to avoid manually updating the transcript).
 - o Transcript Only

File types requiring manual conversion:

- **PTX:** (eTrans) – We can convert this into a PTF using West Publisher or eTrans.
 - o Transcript Only
- **PTZ:** (eTrans) – We can convert this into a LEF using West Publisher or eTrans.
 - o Transcript and Exhibit

Q Where is Legal Radius hosted? What kind of security does it offer?

A The Legal Radius platform resides fully within Amazon Web Services (AWS) environment and, as such, inherits their industry standard security benefits.

In addition to security offered by AWS, all One Discovery employees are required to maintain currency in GDPR and INFOSEC awareness. We continually assess our security posture and stay abreast of changes to best practices in order to stay ahead of potential threats.

Q Do you back up our data?

A All data stored within Legal Radius is backed up regularly to prevent data loss caused by end-user error. Standard licensing includes the ability to restore snapshots from up to one week in the past.