

Moving to
Concordance[®]
is as easy as

1 - **2** - **3**



Why switch to a Concordance[®] solution? Here's what Concordance users say*:

- They prefer Concordance software because **it's easy to use**.
- It's an **excellent tool for document review**.
- It's a **cost-effective in-house solution**.
- The **technical** support of Concordance is accessible, responsive and delivers solutions.

Also, you get a smooth transition! Here's how ...



STEP **1** | INSTALLATION AND DATA MIGRATION

With Concordance®, software installation and data migration is straightforward. You can choose to do it in-house or utilize resources to help you with this task. **We have options to help you get up and running quickly!**

STEP **1** | INSTALLATION AND DATA MIGRATION

GETTING STARTED AND USER GUIDES

These straightforward guides **help new users get up and running**. They'll walk you through installation, importing or converting data, and using Concordance software. Even if you've completed training, you'll always have this resource available to refresh your memory and **help you work efficiently and with confidence**.

You'll get **step-by-step guidance and helpful screens to take you through tasks** such as:

- Document viewing
- Searching
- Case organization
- Working with transcripts
- Importing electronic documents/email
- Printing documents
- Creating reports
- And more

If your subscription includes Concordance® Native Viewer, Concordance® Image, or Concordance® FYI™, your guide(s) will cover them, too.

“Concordance is so easy to use and gives me the ability to be efficient when reviewing discovery documents.”

—Debra Norvold, Senior Paralegal
Snyder & Brandt, P.A.

STEP **1** | INSTALLATION AND DATA MIGRATION

SOFTWARE TRANSITION ASSISTANCE RESPONSE TEAM (S.T.A.R.T.)

If you're moving to Concordance® discovery management software, your team may need help with installation, database conversion, training your users, or analysis of your environment to achieve maximum effectiveness as quickly as possible.

Let the Litigation Technology Consulting Group **help you achieve the highest return on your investment in your Concordance® solution.** It offers a comprehensive program with specialized support for large and/or complex cases. This group brings more than 20 years' experience in law firms and corporate legal departments with an emphasis in litigation technology and e-discovery and can **assist your team with deployment, adoption and technical integration.**

The S.T.A.R.T. program is **tailored for the way your organization operates and geared toward getting you up and running at maximum performance level quickly.**



“*Concordance, in comparison to other competitors on the market, is a very powerful software program, giving me confidence in the stability of my databases. Additionally, I have found this software very user friendly, even for users new to databases. One of its most powerful features is the ability to search multiple terms which can then be combined to narrow down search results to a manageable number. The time savings this affords me in finding relevant documents is invaluable.*”

—Judy Smith, Paralegal
Winstead PC

STEP **1** | INSTALLATION AND DATA MIGRATION

S.T.A.R.T. program

The S.T.A.R.T. program focuses on **finding the best solution for your team and provides assistance from litigation professionals who are trained to help you make the move.** You get assistance at every step along the way in these key areas:

- **Consulting**—We'll help you achieve the best possible implementation by analyzing your environment and your technical needs
- **Implementation**—Rest assured that we'll get Concordance® software installed correctly and running at maximum performance level
- **Database conversion**—We'll assist with complete conversion of your existing databases
- **Training**—For administrators and end users, we've designed it around your needs
- **Straightforward pricing**—We'll offer bundle pricing designed to give you the right number of licenses and greater discounts, never offering you more than you need

Bundle pricing for greater discounts

S.T.A.R.T. program prices listed below are contingent upon at least two elements being included in a bundle.

On-site and online consulting (includes travel for one day of on-site consulting)	\$1,650
Training for administrators (CF/CAF/CCSA)	\$2,000
Follow-up user training for end users—on-site (includes travel)	\$2,500
Follow-up user training for end users—online (two hours)	\$300

STEP **2** | ONBOARDING

We understand that no one type of training fits all your needs all the time. You can take advantage of training options designed to fit your current needs and schedule.

STEP **2** | ONBOARDING

WEBINARS—COMPLIMENTARY

You get access to quick, convenient—and *complimentary*—product **Webinars**. They occur twice per month and each one takes only 30 minutes of your time.

Join us to **see how Concordance® can improve your organization's discovery process** by giving you greater control over the quality, accuracy and cost of e-discovery review and production. To get an overview of the latest features, you won't want to miss these complimentary Webinars. Watch, listen, and ask questions from the comfort of your office.

- Learn how to easily organize, search, review, and produce discovery documents
- Discover best practices for using Concordance

Concordance, Concordance Native Viewer, and Concordance Image
Learn how to easily organize, search, review, and produce discovery documents.!

[SEE UPCOMING DATES AND TIMES AND RESERVE YOUR SEAT NOW!](#)

Concordance FYI™

Concordance FYI™ is an extension of Concordance software, and for users who already have Concordance but would also like the ability to collaborate in real time—anytime, anywhere, any way via the Web. See how Concordance FYI can help you easily organize, search, and review discovery documents—wherever you are.

[SEE UPCOMING DATES AND TIMES AND RESERVE YOUR SEAT NOW!](#)

“*Concordance is very easy to learn. I can manage documents much more efficiently and perform searches quickly.*”

—Elizabeth Bethel, Paralegal
Jones, Bell, Abbott, Fleming & Fitzgerald L.L.P.

STEP **2** | ONBOARDING



TRAINING SESSIONS

These sessions can be one-on-one or include entire groups and can focus on end users or administrators. They will help you work with Concordance more efficiently. The various options offer topics to meet your specific needs and pricing to fit your organization's budget.

- **On-demand ("Anytime") sessions** are online, on-demand, self-paced classes designed to get users up and running quickly. There are four interactive modules covering introductory functionality, including navigation, query basics, and basic and advanced tagging. Each module is one hour in length. You can purchase any individual module for \$99 or purchase all four at a cost of \$200.
- **Classroom sessions** are one-, two- and three-day sessions offered in major U.S. cities designed to offer hands-on training for end users and administrators.
- **Virtual sessions** are one-hour and half-day online courses that cover topics for the end user and administrator.

[TAKE ME TO THE LEXISNEXIS® UNIVERSITY PAGE](#)

STEP **2** | ONBOARDING



On-Demand (“Anytime”) Training Sessions

- **Concordance® Fundamentals—Navigation:** Hear all the ways to navigate in order to make the most of your time, plus more!
- **Concordance Fundamentals—Query Basics:** Learn the basics of searching that will help you quickly find relevant documents, plus more!
- **Concordance Fundamentals—Tagging Basics:** Learn to tag documents efficiently, making the most of your time while finding the most relevant documents, plus more!
- **Concordance Fundamentals—Advanced Tagging:** Enhance your tagging expertise, and take a deeper dive into tagging to quickly find and tag relevant documents, plus more!

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“*Concordance is easy for attorneys to learn and use. I was very impressed by your training materials and your instructors. The online classes were excellent preparation for the three-day class. The CCST program is great for all the fundamentals. I am thrilled to be a Concordance Certified Trainer and I really appreciate your special offer to the former Summation Certified Trainers.*”

—Cassie Carnevale, Owner
Best Practices, Training and Consulting

STEP **2** | ONBOARDING



Classroom Training Sessions

- **Concordance® Fundamentals:** This one-day course will get you up and running quickly by showing you how to navigate, search effectively, tag documents, edit data, work with images and transcripts, concatenate databases, generate reports, print documents, and produce documents.
- **Concordance Administration Fundamentals:** This one-day course teaches you the basics of setting up and administering Concordance. Find out how to create and customize a database, import data, link records to their images, perform database maintenance, set preferences, maintain database security, concatenate databases, and export data and images.
- **Concordance Certified Professional:** This two-day certification course covers more advanced topics than Concordance Fundamentals and is a great designation to add to your résumé and a way for you to become an expert.
- **Concordance Certified Software Administrator:** This three-day certification course prepares you to administrate Concordance.
- **Concordance Certified Software Trainer:** This three-day certification course is designed to prepare you to teach others how to use and administrate Concordance.
- **Concordance Certified FYI™ Administrator:** This two-day certification course is designed to prepare you to administrate Concordance FYI Server and provide technical assistance to others.

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STEP **2** | ONBOARDING



Virtual Training Sessions

- **Concordance for Attorneys:** A one-hour class designed especially for attorneys, with the goal of helping them get the most from Concordance.
- **Concordance® Fundamentals with Concordance Native Viewer:** An accelerated, condensed version of the full-day Concordance Fundamentals class taught at our training centers.
- **Concordance Fundamentals with Concordance Image:** An accelerated, condensed version of the full-day Concordance Fundamentals class taught at our training centers.
- **Concordance FYI™ Reviewer:** A half-day session that gives you the basic tools you need to get started using Concordance FYI.
- **Concordance Administration Fundamentals:** An accelerated, condensed version of the full-day Concordance Administration Fundamentals class taught at our training centers.
- **Concordance Administration Fundamentals with Concordance Native Viewer:** An accelerated, condensed version of the full-day Concordance Administration Fundamentals class taught at our training centers.
- **Concordance Administration Fundamentals with Concordance Image:** An accelerated, condensed version of the full-day Concordance Administration Fundamentals class taught at our training centers.

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STEP  QUESTIONS AFTER INSTALLING OR USING

We'll continue to support you after Concordance® is installed and your users are trained! We're there for the duration and have options to fit your needs.

STEP **3**

QUESTIONS AFTER INSTALLING OR USING



ANSWER CENTER—COMPLIMENTARY

Take advantage of this complimentary resource that brings together in one place helpful topics and useful information on Concordance®, Concordance Native Viewer, Concordance Image, and FYI™ Server.

The Answer Center provides:

- Step-by-step guidance on popular topics
- Additional resources
- Online tutorials
- Upcoming training schedules

[TAKE A LOOK!](#)

“Being a litigation support vendor, I have seen and used many discovery review software products over the years. What I have found is Concordance is much easier to use than other products, such as Summation from AccessData. Concordance is intuitive and user friendly and the technical support is always helpful when I need assistance.”

—West Zollinger, VP
eDiscovery Services, Salt Lake Legal

STEP **3**

QUESTIONS AFTER INSTALLING OR USING



YOUR PERSONAL CONCORDANCE® WEB PAGE—COMPLIMENTARY

Each user is provided with a complimentary personal Web page, which offers:

- “First-to-know” product updates as they become available
- All resources in one place, including customer support contact information, training, Webinar and Answer Center resources, and reference guides
- A convenient way to add colleagues so they can have a personalized Web page with “first-to-know” product news
- Your individual account information—easily accessible

[SEE AN EXAMPLE OF WHAT A PERSONAL CONCORDANCE WEB PAGE LOOKS LIKE.](#)

“Concordance has made a major difference in how we review documents. We use Concordance daily because of the simplicity and ease of use.”

—Geneer M. Johnson, Senior Paralegal,
Consumer Protection & Fraud
Delaware Attorney General’s Office

STEP **3**

QUESTIONS AFTER INSTALLING OR USING

TECHNICAL SUPPORT—COMPLIMENTARY

We're committed to helping our customers succeed, and providing great technical support is our goal. Our skilled team also listens closely to feedback and suggestions, so we can strengthen our understanding of users' needs and continue to build innovative products.

The technical support team consists of dedicated professionals who provide technical assistance to customers, distributors, and partners who are current on their subscriptions.

[WANT TO LEARN MORE ABOUT CONCORDANCE
CUSTOMER SUPPORT?](#)

“Our litigation support staff and attorneys find the Concordance user interface to be very easy to use. Additionally, our attorneys are able to quickly conduct searches and queries. The friendly, knowledgeable Concordance technical support team is fast to respond to our staff's questions and issues. We have come to rely on Concordance so much that we use it daily!”

—Huaqin (Tommy) Liang,
Systems Support Supervisor, Information Technology
Baker & McKenzie

STEP **3**

QUESTIONS AFTER INSTALLING OR USING



ASK THE EXPERT SESSIONS

Let the Litigation Technology Consulting Group **help you achieve the highest return on your investment in your Concordance® solution.** It offers a comprehensive program with specialized support for large and/or complex cases. This group brings experience in law firms and corporate legal departments with an emphasis in litigation technology and e-discovery and can **assist your team with deployment, adoption and technical integration.**

The Ask the Expert sessions offer one-on-one help tailored to your needs and questions. After your initial training, additional questions may come to mind:

- *I used to perform certain steps in my previous software ... what's the process in Concordance?*
- *What technical information do I need before receiving review data?*
- *How do I use Concordance to improve my document review workflow?*

Attending an Ask the Expert session enables you to put earlier training into action by applying best practices to your current cases. To address your questions, we can set up either a customized two-hour live Webinar or a more in-depth, four-hour on-site session. Either way, you benefit from insight, experience, and expertise offered by a LexisNexis® Litigation Technology expert with more than 20 years of experience in the legal industry.



Bundle pricing for greater discounts

Two-hour Webinar	\$500
Four-hour on-site session	\$1,000 + travel expenses

“I have used Concordance for the past several years and it is one of the best tools that I’ve used for managing large databases. Concordance is useful for everything from finding key documents to tagging responsive documents to creating Bates-stamped and confidentiality-level-endorsed production document sets.”

—Edwin Letcher, Paralegal
Dongell Lawrence Finney L.L.P.



THE CONCORDANCE® BRAND

Since the majority of cases are considered small to midsize, there's still a need for the traditional Concordance® line and we will continue to develop and enhance these products. The backbone of our product enhancement strategy is **listening to our customers and incorporating these findings into Concordance expansion plans.**

LexisNexis® Concordance® Suite

LexisNexis now offers an electronic discovery and litigation document management for any case size—from large-scale, complex to small and midsize litigation cases.

- Concordance® Evolution (installed or hosted) can handle e-discovery management for cases of any size, but is specifically designed for **large-scale, complex litigation cases.**
- The established Concordance discovery review management software is well suited for **small to midsize litigation cases** and provides an easy-to-use, cost-effective, in-house solution. Concordance also has a product suite that includes image viewers and remote access for real-time online collaboration.

FIND OUT MORE ABOUT THE LEXISNEXIS®
CONCORDANCE SUITE OF PRODUCTS.

“Concordance revolutionized the legal world as much as the Internet has revolutionized society.”

—Jamie Ly, Paralegal
Jones, Bell, Abbott, Fleming & Fitzgerald L.L.P.