



Deloitte Discovery

Solutions for the life sciences
and health care industry

Deloitte Discovery

We help you tackle the life sciences and health care industry's toughest discovery challenges

Life sciences and health care organizations operate under intense,

. For instance:

Health care providers

Health care providers face heightened regulatory and public scrutiny and increased litigation risk. Regulatory agencies continue to focus on fraud detection, Civil False Claims Act (FCA), Stark Law, and Anti-Kickback Statute violations. Hospital pricing, pricing transparency, and quality of care have been at the heart of numerous recent investigations and litigation matters.

Health plans

Health insurance plans, managed care organizations, and pharmacy benefit managers operate under the watchful eyes of regulators, consumers, and business partners. Health plans are under pressure, and in some cases are court-mandated, to bring transparency to claims adjudication and consistency to medical necessity and coverage decisions. Some plans have been accused of improper rescission of health care benefits, substandard care, improper credentialing, and underpayment of out-of-network claims. Pharmacy benefit managers must operate as both payer and provider under the heightened inspection that accompanies both roles.

Life sciences companies

Pharmaceutical manufacturers, medical technology companies, and biotechnology firms face frequent claims of antitrust, product liability, and improper sales and marketing techniques. Federal and state regulators, and the general public, increasingly scrutinize the rising costs of pharmaceuticals and devices. As a result, legal and litigation defense costs are a growing concern for life sciences companies.

Whatever matter has landed an organization in a courtroom or before a committee, discovery is now an urgent priority – and a big job. Data and document volumes continue to grow. New file and data types continue to appear. Technology advances. Deadlines tighten. Costs rise.

Deloitte Discovery is leading the way with a fresh approach. We offer broad experience and deep insights to help organizations and their in-house and outside counsel navigate the discovery issues and disruptive intricacies of health care-related actions and investigations.





- Understand the industry and are accustomed to working closely with in-house and external counsel

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Readiness

Reduction of discovery risks and management of related costs through careful preparation and process improvement:

- Establishment of internal discovery programs and oversight capabilities
- Assessment and vetting available technology
- Project oversight and budget reporting
- Discovery roadmaps to help identify data locations and adhere to consistent processes

Collection and intake

Effective identification and collection of data and documents to meet discovery demands:

- Forensically-sound collection methodologies
- Covert collection capability
- Network-based physical and logical collections
- Global reach with more than 225 computer forensics specialists
- Early case assessment assistance



Processing

Secure and efficient reduction of collected data to a manageable set for review:

- Multilingual support for more than 100 languages and 1,000 content formats
- Advanced search capability with concept-based data clustering and visualization and advanced analytics (social networking, message tracing, time-line analysis)
- Foreign language translation and OCR
- High-availability, fault tolerant architecture
- Litigation privilege and relevancy review
- Second request review
- Protected information review (e.g., trade secrets, confidentiality, privacy)
- Issue, subject, and hot document coding
- Predictive coding assistance
- Managed reviews

Production

Accurate, timely production of data in multiple formats:

- Secure, web-based Citrix access or two-factor RSA authentication
- Multilingual search and display
- Concept-based search and clustering
- TIFF-on-the-fly capability
- Full redaction, highlighting, and annotation
- Extensive reporting
- 24x7x365 support (800 number and email)
- Native, TIFF, or mixed mode productions
- Bates numbering and endorsements
- Full support for redactions and highlights



A dynamic, reliable provider

Deloitte has the resources, capabilities, and commitment to help streamline and strengthen your discovery efforts:



Deloitte Discovery at work

Our discovery professionals and facilities handle demanding, complex discovery requirements:

Discovery playbook: A medical device manufacturer needed to improve IT policies & procedures for handling of electronically stored information (ESI) in response to legal and other regulatory requests. Deloitte helped document, diagram and improve standard processes for legal hold, document preservation, collection and transfer to vendors and counsel. The playbook was put to use immediately to establish defensible IT eDiscovery processes.

Email archive strategy: Archiving inadequacies were constraining a device manufacturer's ability to meet legal hold and related eDiscovery requirements. Collection from multiple archives was often duplicative, increasing downstream discovery costs. Deloitte assisted in the development of an email archive strategy, including business requirements, technology needs assessment and road map development.

Email discovery management: Small mailbox quotas at a device manufacturer were leading users to create offline PST files that were unmanaged and not subject to retention policies. Deloitte supported client selection and divisional rollout of enterprise email discovery management, including vendor selection, cost/benefit analyses and deployment of the tool to priority business divisions. The solution has streamlined and reduced email use in discovery as the manufacturer manages its litigation portfolio.

Advanced eDiscovery facilities

Deloitte can help you address complex eDiscovery challenges using our state-of-the-art facilities and technology. We provide these integrated services at our Electronic Discovery Solutions Center (EDSC), in regional eDiscovery centers around the world, and through our field professionals at client sites. These resources include:

-  A Deloitte-owned and -managed Tennessee facility, with a disaster recovery site located in Georgia
-  A dedicated facility for eDiscovery processing and hosting
-  Flexible processing and hosting capacity to meet project demands
-  Designed to Tier IV data center specifications
-  600 high-end servers, 450 virtual servers, and approximately 3 petabytes of data storage
-  Annual third-party audits
-  State-of-the-art, fully redundant power and storage
-  200+ dedicated discovery professionals
-  120+ Relativity-certified professionals, one of the largest groups of talent among all Relativity hosting providers
-  Client visits and tours welcome

Life sciences and health care organizations rely on Deloitte

We provide investigation, litigation and dispute consulting to more than 90% of the Fortune 500 life sciences and health care companies, including:

Health care providers

- 14 of the 15 best hospitals on US News and World Report's honor roll
- 10 of the 10 largest health care systems (as ranked by Modern Healthcare)
- 10 of the 10 largest secular not-for-profit healthcare systems (as ranked by Modern Healthcare)
- 10 of the 10 largest Catholic health care systems (as ranked by Modern Healthcare)

Health plans

- Nearly 85% of the top 25 US health plans (as ranked by the National Association of Insurance Commissioners)
- 80% of the largest provider sponsored plans (as ranked by HealthLeaders)
- Nearly 90% of the nation's largest Blue Cross Blue Shield plans (as ranked by AIS's Directory of Health Plans)

Life Sciences

- 15 of the 15 largest pharmaceutical manufacturers (as ranked by FiercePharma)
- 9 of the 10 largest biotechnology companies (as ranked by Med Ad News)
- 10 of the top 10 medical device manufacturers (as ranked by Medical Product Outsourcing)
- 8 of the top 10 generic drug companies (as ranked by Statista)



Powerful Accelerators

Our accelerators help improve discovery quality, thoroughness, and timeliness:



D³

This tool manages tracking and billing information provided throughout the eDiscovery process. The tool captures metrics at each step and records the information in the workflow and billing system. D3 efficiently transfers data and information between various applications such as our processing and hosting platforms.



Dynamic Review

This managed document review solution employs a layered approach of filtering, analytics, text categorization (predictive coding), and validation to inform decision-making. The process allows identification of high-value records by scoring documents, and it facilitates review by ordering conceptually similar documents.



EDSC USI

Global resources permit our US discovery group to operate around the clock at full capacity, increasing efficiency and lowering costs.



Intake Foundation System (IFS)

Deloitte's proprietary IFS supports full visibility of data provided to the EDSC.



DEParT

This Deloitte-developed parser converts mobile device data into a consistent format for use within eDiscovery platforms. DEParT allows loading of mobile device data in a similar fashion to loading ESI.



Assisted Redaction

This intuitive application automates the identification and protection of sensitive information to automatically redact user defined terms. It provides document reviewers with the ability to find and redact terms including PII, such as social security numbers and birthdates.



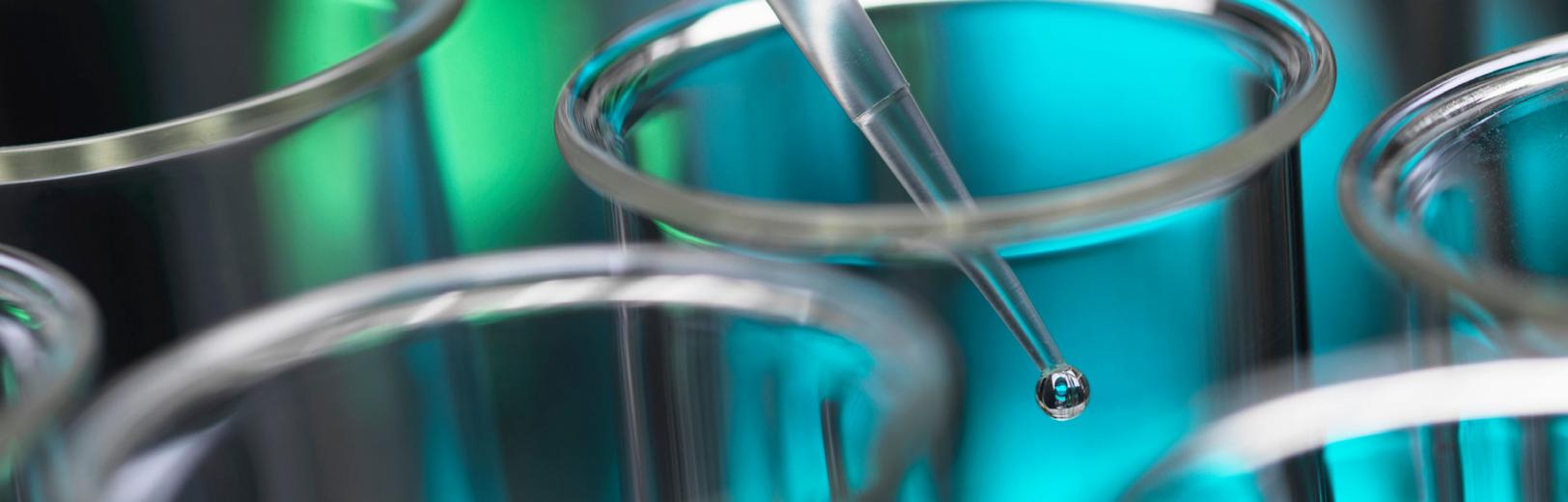
Assisted Translation

This intuitive application enables on-the-fly, non-English language translations. It is a proprietary Relativity add-on that improves relevancy determination during document review and reduces costs by limiting non-English records that require formal review.



Deloitte Reporting System

This tool provides management of custom reports throughout the discovery process. The system accumulates metrics from the technology platforms in use and generates subscription and automatically distributed reports.



Broad-based reporting

Customized reports are prepared and generated through the Deloitte Reporting System during the discovery process, including:



Evidence received report

log of data received at the EDSC.



Evidence extraction report

indicates data received and extracted (processing batches) at the EDSC.



Waterfall summary

provides a data snapshot by phase and the ability to understand where data is during the discovery process.



Production summary

summarizes the productions generated on a given project and includes key metrics and dates related to production deliveries.



Timeline report

provides a historical snapshot as data progresses from one stage to the next. This enables stakeholders to track status and identify historical data flow trends.



Progression report

reflects data received, extracted, and hosted at the EDSC.



Relativity search term

provides metrics and graphics representing the search term results.



Relativity snapshot

provides number of views or groupings of any document population residing on the Relativity hosting platform.



Strong security

Customized reports are prepared and generated through the Deloitte Reporting System during the discovery process, including:

- Protect the security, integrity, and confidentiality of client information against anticipated threats or hazards.
- Protect against unauthorized access to or use of client information that could result in substantial harm or inconvenience to our clients.

Our document review security reflects our sensitivity to client concerns about data protection. Reviewers can only gain access to the review database by way of “thin client” client/server architecture networks in each facility. Controlled software and Web browser access prevent reproduction by banning various forms of access.







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