



# **LEXBE SUPPORT & SERVICES**

**Expertly Meeting Client Needs  
Quickly and Professionally**

## Support & Services Overview

Customer needs are of critical importance. The dedicated team of Customer Support & eDiscovery specialists in our Professional Services department are poised and ready to assist clients with support and technical advice that may occur while using the Lexbe software or services. Lexbe staff is available to respond to any support requests and pleased to provide the following options as a reference to help determine what kind of support is needed.

### Written & Video Resources

Users have access to a multitude of free online resources to assist with troubleshooting, training, and general reference. These can be accessed and used 24 hours a day, seven days a week.

Within the Lexbe eDiscovery Platform, specific help articles are available by clicking on “Help” at the very top right corner of the browser screen.

For a complete user manual detailing the features and functionality of the Lexbe eDiscovery Platform, technical resources outlining specifications for a variety of load file formats, and a list of Lexbe eDiscovery Platform supported file types, please see: <http://ediscovery.lexbe.com/support/technical-resources/>

Lexbe provides a library of educationally focused eDiscovery Webinars that includes ‘how-to’ instruction and workflow specific best practices advice. Users can access a library of past episodes as well as subscribe for future webinars. Past episodes include Best Practices in Doing Productions, Best Practices in Search, Methods for Preserving Privilege, Litigation Timelining, and more. See: <http://ediscovery.lexbe.com/resources/ediscovery-webinars/>

### Support for eDiscovery Platform

Lexbe offers free Customer Support to our Lexbe eDiscovery Platform customers. Free Customer Support includes the following:

- Emergency ‘no-access’ phone support if a user is locked out or otherwise can’t access an account.
- Except for no-access situations, our free support is ticket-based (Link below).
- Free Customer Support covers bug reports, feature requests, reference to self-help written materials, calls related to job status, billing and account questions and follow-up, and generalized usage of the software.
- Free Customer Support does not cover data issues, data exceptions, or data handling, specific program usage, training, case or project specific matters, and anything covered by Professional Services or eDiscovery Consulting Services.
- Matters outside of the free Customer Support policy, or emergencies or other matters that require immediate response, should be submitted and will be referred to Professional Services (billable hourly based on usage).

## Customer Support Coverage & Response Times

- For free Customer Support, an initial service response is guaranteed by the end of the next business day (6pm CST) following the day of the request.
- If faster response is needed, please contact Professional Services (see below).
- Customer Service business hours are Monday to Friday-8am - 6pm CST, excluding major US holidays.
- Please note that the target for an initial response will not always mean resolution. Total resolution times will vary depending on the nature of the matter raised.

## Custom Training

Professional Services also offers custom training, which includes project, case, or client specific training on the use of the Lexbe eDiscovery Platform. Project, case or client specific questions applicable to use of Lexbe eDiscovery Platform will be answered, along with a walk through suggested workflows to maximize productivity.

Custom training sessions are conducted by our Professional Services staff and are billed at the rate of \$150/hr. A recording of the training session will be included for reference on request. To set up a custom training, please contact [professionalservices@lexbe.com](mailto:professionalservices@lexbe.com), support, or a sales representative to schedule. In addition to custom training, Lexbe also conducts free weekly training on client requested topics. These take place on Thursdays from 12 - 12:30PM CST.

## Contacting Customer Support & Professional Services

- Users can submit free Customer Support tickets 24 hours a day, 7 days a week by going to:  
<http://ediscovery.lexbe.com/support/submit-a-support-ticket/>
- Alternatively, users may contact support at [support@lexbe.com](mailto:support@lexbe.com). Please use the ticket system for initial support requests as it allows for better tracking and quicker response.

Please include with a service request:

- A phone number where we can reach you
- Your email address
- The Account and Case being used
- A detailed description of the problem

Note: If the ticket falls outside the scope of free support services, if there is an emergency, or if the support needs fall outside our business hours, please contact Professional Services (below). An eDiscovery Specialist from the Professional Services department will be in contact as soon as possible.

Hourly Professional Services charges apply (\$150/hr).

**If users are unable to access their account for any reason** (including a security lock-out), please contact us through the support ticket system, or call Professional Services at 800-401-4710. There is no Professional Services hourly charge for lock-out or account access problems.

## Professional Services

Sometimes more expertise or faster response is needed than can be provided through Customer Support. In these cases the team of eDiscovery Specialists in the Professional Services department are available to assist Lexbe clients with case, job, or project specific service needs. Professional Services include the following:

- Remote collection of Email and ESI collections.
- Technical, or project specific questions about specific ESI, eDiscovery jobs or use of the Lexbe eDiscovery Platform.
- Consulting with clients or third parties at client request regarding technical aspects of eDiscovery processes, procedures or output.
- Manual QA/QC, or questions or research about automated QA/QC.
- Manipulate metadata or coding data in the Lexbe eDiscovery Platform or as part of a load file; repairing, editing or consolidating load files; working with non-standard or corrupt load files.
- Moving, copying or transmitting files or data.
- Manual or semi-automatic file conversion.
- Specialized or custom reporting or analysis.
- Rule 26 conference assistance.
- Assisting with Customer Service matters when requested, or matters not covered by free Customer Service, or outside of normal business hours.

Professional Services are billed at a rate of \$150/hr.

## eDiscovery Consulting

Lexbe offers eDiscovery Consulting when expert advice is needed, including the following:

- ESI identification, custodian data mapping & defensible collection strategies.
- ESI production protocol drafting & review.
- Meet & confer/Rule 26 assistance.
- Strategies to effectively protect privilege ESI
- Project management.
- Expert testimony regarding eDiscovery

eDiscovery Consulting Services are billed at a rate of \$250/hour.

Please note that while Lexbe Services may involve legal proceedings or legal matters, and while certain Lexbe representatives have legal training or are lawyers, that Lexbe and its representatives may not provide legal advice or services. Additionally, Lexbe representatives have no knowledge of local rules or the procedural history of a particular matter. Lexbe representatives' advice covers general technical consultation regarding our eDiscovery procedures, analysis of provided ESI, and administration and training for the use of Lexbe eDiscovery Platform.