






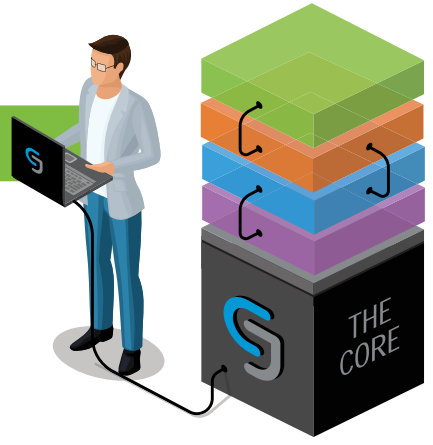
eDiscovery. Perfected.

Managed Services







George Jon Core Services

Core Assessment








-  **EDISCOVERY ASSESSMENTS**
We will deliver a comprehensive study of your current eDiscovery operating model, including technologies used, systems organization and processes, and financials.
-  **BEST PRACTICE REVIEW**
Your platform/processes will be compared to our 15 years of best practice methodologies.
-  **PROJECT PLAN & BUDGET**
We will deliver a remediation roadmap for building/optimizing your eDiscovery platform, including hardware/software, installation, storage, backups, security, and testing.



Core Implementation





-  **PROCUREMENT**
GJ will specify, order and deliver every hardware/software component for your project. We leverage our relationships with leading vendors to bring you the best technologies at favorable prices.
-  **BUILDOUT**
We will physically build out your platform and install all components.
-  **DATA MIGRATION**
GJ will have your data imported and functioning in a short timeframe, a huge benefit for customers who are using the live system.
-  **AVAILABILITY, SECURITY & BACKUPS**
We design/implement HA/DR systems that protect you from costly downtime and data loss. Every component is scalable and redundant.
-  **APPLICATION UPGRADES**
GJ will manage upgrades/updates to your eDiscovery software.
-  **SCALING (UP & OUT)**
GJ is an expert in modular scaling for eDiscovery infrastructure. Our proven methodologies allow you to start small and scale at any time.

Core Management

-  **24/7/365 PROACTIVE MANAGEMENT**
GJ offers proactive managed services to safeguard your data infrastructure and ensure excellent platform performance.
-  **24/7/365 INCIDENT SUPPORT**
GJ provides incident and service request support with clearly defined SLAs based upon priority/severity.
-  **DOCUMENTATION & TRAINING**
GJ delivers comprehensive documentation for your eDiscovery environment to ensure transparency.
-  **DEDICATED TEAM, DAILY UPDATES**
Every client has dedicated Account and Project Managers.
-  **REMOTE ACCESS**
GJ can set up remote access for vendors and employees.
-  **MONTHLY MAINTENANCE**
Monthly maintenance includes hardware, firmware, software, critical apps, VMWare, and security.
-  **DATABASE INTEGRITY**
GJ runs offline database integrity checks to ensure live SQL servers have correct data and backups.

Core Protection



-  **DATA SECURITY**
We ensure that your constantly evolving eDiscovery environment exceeds all required controls, including encryption, application configuration and vulnerability patching.
-  **24/7 MONITORING**
GJ offers clients a 24/7 Managed Detection solution that leverages our time-tested experience and baseline networks.
-  **DOCUMENTATION**
GJ will provide you with security architecture diagrams and process docs that detail critical control monitoring.
-  **REPORTING**
George Jon has established KPIs for our security package that can be delivered via presentation/review.

Core Management

eDiscovery users require instant access to millions of files 24/7/365. To ensure consistent performance with little to no downtime, George Jon offers Core Management services to proactively safeguard data infrastructure and optimize your eDiscovery Platform (hardware, software, backup, storage), ensuring that your systems are always performing at peak efficiency. And most importantly, it's transparent, all done with minimal needs placed on your valuable time. We have a dedicated team of professional engineers who are proactively monitoring and fine-tuning your system around the clock.

George Jon Core Management services provide comprehensive problem solving and protective oversight for live eDiscovery environments, every hour of every day. Employing powerful, automated tools, a vast database of known issues, historical knowledge of best practices, and industry leading engineers, George Jon eliminates costly errors and potential threats before they ever affect system performance. We perpetually query a wide range of client platforms, identifying and fixing issues behind the scenes while ensuring a seamless user experience.

The key is a consistent, replicable baseline configuration we deploy for all eDiscovery clients around the globe, ensuring that hardware, software, backup and storage systems are running at peak efficiency. This symbiotic ecosystem of exactly configured platforms allows for system-wide quality assurance testing, enabling us to use the knowledge gained from one client to instantly benefit our entire managed client base.

The George Jon eDSM (eDiscovery Service Management) team maintains an internal database of known issues related to scaling, utilization, security, and other relevant data challenges discovered over 15 years of building and supporting complex systems. This knowledge base is applied to every client Kit: when we discover an issue with one system, we fix it, log it into our system-wide database, and thus proactively safeguard every client from the issue. This "spider web" of oversight represents enormous savings for clients, as the price for equivalent manpower, research, and internal monitoring is cost-prohibitive for most users.

Key Benefits

- 24x7 professional oversight ensures predictable costs, performance and security
- Comprehensive database of known issues protects clients, proactively eliminates issues
- Guaranteed end user satisfaction and platform performance levels drive profitability
- 24/7 emergency support for system failures, security issues and updates
- Rapidly deployed monitoring software yields reliable data within hours
- Web-based dashboard for client staff (IT & Business) provides live monitoring and alerts
- Dedicated Account and Project Managers facilitate quick and easy client communications and effort coordination

eDiscovery. Perfected.

Your Data Never Sleeps. You Should.

George Jon enables scalable, performant and cost-effective discovery, governance and investigation platforms for users worldwide. Whether your data resides on one of our GJ Kits or your existing hardware, we have a solution for every need.

Imagine your data, safely stored where you want it, performing 24/7/365 in a fully managed platform. We take your highly complicated, mission-critical data discovery program and make it easier, less expensive, faster and better. This drives bottom-line value and peace of mind, allowing you to focus on your core business and make informed decisions while GJ runs the platform.



George Jon Managed Platforms are:

- Universal and agnostic across eDiscovery applications and industries
- Infinitely scalable to intelligently grow in lockstep with your business and data
- An ecosystem of strategic, symbiotic partners who deliver collective value when deployed and managed by the experts at GJ
- Easily integrated with technology tools and utilities
- Modular solutions that fit your individual needs
- Predictable, performant environments that have been rigorously tested and fine-tuned over 15+ years of GJ-specific R&D



“When I see a ticket come in at 10:00 pm, I can now sleep easy without even considering a response because I know that the George Jon team will take care of it and I will wake up in the morning without a firestorm to start the day.”

CHIEF INFORMATION OFFICER
Big 4 Accounting Firm