Pitney Bowes Government Solutions

Federal Litigation Support Center

Pitney Bowes Government Solutions (PBGS) has provided comprehensive litigation support and eDiscovery solutions for our government customers via our National Processing Center (NPC) in Grand Rapids, MI. In order to provide quicker turnaround on litigation support projects to the federal marketplace, PBGS has opened the Federal Litigation Support Center (FLSC) in downtown Washington, DC. The FLSC is capable of processing electronic discovery data to a reviewable format or convert paper documents to digital images. The FLSC is enhanced by the overflow and project management support of our NPC, providing over 30 years of intellectual capital and litigation support expertise. Our operations and project management teams average over 10 years of eDiscovery and litigation support experience. Having processed well over 4,000 projects for our clients, Pitney Bowes is fully capable of handling matters of any size and complexity.

PBGS's facility is a secure processing environment

Employee security

All PBGS employees sign non-disclosure agreements and are pre-screened for drug and background checks, including criminal and financial investigations. Employees may also sign case-specific confidentiality agreements.

Building security

Materials belonging to specific clients are segregated within a designated work space. All boxes/files are labeled with the project name and logs are strictly maintained to ensure documents/files belonging to a specific project are separately processed. Project documents are maintained

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within our facilities, which are protected by a computerized intrusion and fire protection system. This alarm system is directly linked to a local security firm, which continually monitors the facilities and links to local police and fire departments. The building is also monitored through a camera system. Only key personnel possess alarm codes and building keys. Building access is through a security card system.

Data transfer security
We offer secure FTP for moving client data to and from the facility. We can also encrypt data using PGP 256-bit encryption.

Server and application security
We use the Department of Defense Green Book model for security. Individual user IDs and passwords are created by project. Accounts are locked after five consecutive unsuccessful login attempts and unused terminals are logged out. Discretionary Access Control secures data areas—only user IDs in a designated group can access assigned data files. The server on which data is stored is housed in a room that is locked and alarmed at all times. The server room is accessible to key personnel only. The applications and data are isolated on a server that is backed up daily and is free of any shareware or freeware.

Backups and system support
The backup and system support measures currently in place at the FLSC are:
- Redundant, fault-tolerant, highly available network infrastructure
- Power independent: redundant UPS power/components
- 7x24x4 hour minimum service and support contracts maintained for critical equipment
- Alternative WAN connectivity, backup Internet connection
- Daily backups

Local capabilities
The facility will specialize in quick-turn task orders involving image capture, OCR, copying, printing, and eDiscovery processing services. Images that need to be unitized or coded will be securely transmitted to the NPC.

Image capture and processing: PBGS uses Kodak Capture Pro, with stations capable of scanning 500K pages per month. We guarantee a minimum of 99.5% image accuracy. Once images are captured, a variety of post-processing options are available, including OCR, unitization, coding, and export of images and data for load into any litigation review application or other database software.

eDiscovery processing: IPRO's eCapture environment is capable of fully processing up to 2TB per month. Services include extracting full text and meta data, indexing, deduplicating, searching/filtering, converting to image, and exporting for any litigation review application or other database software.

Early case assessment: Clearwell's ECA tool is capable of crawling up to 10GB of data per hour and posting for review in 24 hours. Clearwell indexes data and makes it available to users via a Web interface for them to search, filter, analyze, tag, review, and export documents.

Blowback and photocopying: Featuring Canon products, the facility is capable of generating both copies and blowbacks in color or black and white, per client demands.

Client deliverables
PBGS generates load files specific to client document management systems for delivery of PDF or TIFF images, OCR or extracted text, metadata, and/or native files. PBGS has output data and images in over 300 load file formats for load to software such as Concordance, iCONECT, Ringtail, and Summation.

National support
Projects that require more extensive services or are comprised of larger data volumes will be securely transferred to the NPC for support. The NPC has the monthly capacity to process 20TB, image 6M pages, OCR 6M pages, code 3M pages, and print 6M pages. In addition, we offer hosting options in either iCONECT or Relativity, as well as managed review services.