

# ALT: DISPUTE RESOLUTION

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Alternative Legal Services has a range of highly developed service offerings which support the firm's market-leading [Dispute Resolution](#) team as it mitigates risks and resolves challenges. From advice on the collection of documents through to trial, we provide an innovative, end-to-end, global service which engages an unrivalled team of experts.

Clients choose to work with us because they trust us to carry out reputationally-sensitive and complex work, whilst delivering time and cost savings. We provide security and confidentiality to ensure that all matters are discreetly managed.

## **Claims Assessment**

We support clients by delivering a wide range of claims assessment and complaints handling options, including the determination of whether complaints should be upheld or rejected and the assessment of redress, as well as large-scale file reviews.

Our team has considerable claims assessment experience for financial services clients - experience, skills and models which are easily transferable to many other sectors.

## **eDiscovery Services**

Electronic discovery (often known as eDiscovery) refers to the process by which electronic information is identified, collected and produced, in response to a request for production in a dispute or investigation.

Our eDiscovery offering brings together market-leading technology, streamlined workflows and a highly experienced team. We blend legal knowledge with data interrogation expertise to hone review strategies and gain valuable insights sooner.

Our services include:

- scoping
- advisory services on document preservation and collection;
- client data processing;
- analytics and early case assessment;
- evidence management;
- production; and
- trial support.

## **Document Review**

Our highly experienced team can be leveraged to manage large, information-intensive reviews for disclosure exercises on litigation or arbitration matters, or for internal and regulatory investigations. Making use of streamlined processes and workflows which manage risk and promote flexibility, Alternative Legal Services undertakes analysis of complex issues, legal professional privilege, sensitivity and confidentiality for large-scale document reviews.

We are a market-leader in the use of predictive coding for large-scale disclosure exercises, having worked on the first UK High Court matter to employ this pioneering technology. Predictive coding is the most sophisticated form of document analysis available in the market today and uses artificial intelligence machine learning.

As part of our document review offering, we are able to co-ordinate with Legal Process Outsourcers and to provide extensive post-disclosure support, including bespoke exercises and technology support.

## **Additional Legal Review Services**

Throughout the course of the Document Review process, our team builds a deep knowledge of the key issues in dispute. This level of expertise means that we are ideally placed to assist with pre-trial exercises which build on this knowledge.

We have experience in:

- the preparation of chronologies, to be used for purposes such as assisting instructing teams in their drafting of witness or expert evidence, drafting of pleadings or general

strategy;

- assisting with the review of in-bound disclosure and reporting on the contents including gaps in disclosure; and
- general support and bespoke tasks to assist with ongoing management of the document set such as additional searches and analysis of hard copy documents.



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