



Nuix Engine Automation

Planning, Adopting and Optimizing
Rampiva Automate

Driving Change Whitepaper Series

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What Is a Driving Change Whitepaper?

Our mission is to make data analytics more accessible. In part, this means taking the lessons we learn from current clients and using them to help new buyers plan their journey. Rampiva's Driving Change with Rampiva Whitepaper Series is designed to help leaders understand how we are thinking about the market, specific use cases, and inventive applications of technology.

Each paper combines our big picture perspective with practical guidance, observed metrics from our benchmarking, and links to supporting technical material. We want readers to come away with an understanding of how the Rampiva team thinks, communicates, and works. Hopefully, they will also get insights into the way other teams have solved the problems they are exploring now.

The World-class Nuix Engine

The Nuix data processing engine is a great platform – it offers performance and stability across thousands of files, images and containers. It is the backbone of many eDiscovery and digital investigations teams, and increasingly used to identify sensitive, unsecured, or out-of-policy data for governance, risk and compliance teams.

These considerations make Nuix data processing a prime target for automation. Eliminating downtime and optimizing human touchpoints increases productivity, standardizes quality, and accelerates response time.

Automating Nuix drives a virtuous cycle:

- Teams spend less time on routine data processing, so they have more time for problem solving, complex analysis, project management and case strategy;
- Data quality improves, enabling more automatic integration with external systems;

- Marginal cost of processing decreases, making more projects cost-effective; and
- Demand for data processing goes up.

By helping teams increase total throughput – while also freeing them up to help oversee these projects – automation helps teams do more in Nuix and more with Nuix.

Rampiva's Benchmarking Program

To help us understand the impact our clients experience, Rampiva runs a voluntary, anonymized, Benchmarking Program. This allows us to track productivity, performance, and trends.

13,480

Cases

355,300

Sessions

346 TB

Loaded

123 TB

Exported

Doing More In Nuix

Many clients start by wanting to do more in Nuix. Sometimes this is a grand vision for leveraging eDiscovery technology to a matrix of cross-functional use cases – sometimes, it's just a backlog of projects that grows bigger every day.

The easiest way to do more in Nuix is to buy more Nuix Workers and set up more servers.

The second-easiest way is to keep your Nuix Workers running, which means three things:

- Eliminating idle Worker time: When Workers finish their assigned processing task, close the Case and return them to the pool so that they can be checked out for other projects.
- Automatically starting Jobs: If data is ready to be loaded into a Nuix Case – or, exported out for review – make sure Workers are assigned to that task as soon as possible.
- Maintaining a Job Queue: Tie your Rampiva instance into a matter management system, security orchestration platform, or build custom logic to queue the processing activity when new data is staged – or, if a job fails.

66.3% For manual departments, Off-Shift (6PM – 8AM) is 66.3% less productive than On-Shift.

Rampiva's job queue, Scheduler, delivers on these requirements by managing license and hardware resources to optimize utilization and efficiency. This centralized platform also allows cross-job logic, allowing the system to kick-off jobs on its own. This helps teams get through the backlog, get data out the door faster, and frees up resources for more advanced activity.

Another aspect of doing more in Nuix is taking full advantage of the features in Nuix. Rampiva's Workflow Library helps do this by:

- Executing exactly the right operation: Many workflows require several decision points along the way, which can create confusion for users. When building a Workflow Library, experts define and test the specific operation and options so that general users don't have to make that decision.
- Executing operations in exactly the right order: Operations in Nuix are often conditional – they are only executed on specific subsets of data that have been defined through search and filter activity. Applying the right operation to the wrong scope of items or at the incorrect time in the workflow can generate the wrong result. So can failing to replicate the correct subset of data in the same way between two actions. When defining a Workflow, experts dictate the sequence of operations and the scope of each operation, for every job.
- Starting the next operation: The act of setting up and executing operations throughout a Nuix Case can be time consuming – teams estimate 30 or more minutes (and over 80 discrete clicks) to execute every step between Add Evidence and Legal Export. By executing these operations through Rampiva, teams can reduce total staff time per Case to less than 5 minutes. This increases output and helps teams cover more projects with existing resources.
- Standardizing reports: Finally, users can set reporting standards at multiple points along a Workflow, which sends notification emails to keep the whole team updated and able to check for data quality or factual insights.

Productivity, quality and confidence – Rampiva Automate supercharges Nuix's strengths to deliver knockout results.

Doing More With Nuix

There's always a fun point during a client's adoption of Rampiva when they ask "What else can I do?" or "Can I do this?"

This is really where Nuix's ability to process so many different types of data shines – so does the completeness of the metadata extracted by the Nuix Engine. There's so much that can be done by a team that's comfortable using Nuix to process data.

As teams get start processing data through a 24/7 Scheduler job queue based on expert-designed workflows, they see positive results. Their backlog is gone. They're hitting their service delivery targets. The team is going home in time for dinner.

These teams are poised for growth – taking on more advanced projects, expanding their mandate, or doing more to filter data before sending it for review.

The first step in this process is usually Workflow Design. Different projects might require a change in processing settings, search criteria, filtering steps, reporting structure and review methodologies.

However, it also introduces new questions and operational considerations for the department.



Automating a Matrix of Use Cases

- Are these new projects cost-effective?
- Do stakeholders care about different things?
- How do we prioritize different projects across a matrix of use cases?
- Should everyone have the same level of access to case items?
- How does the department attribute spend to different stakeholders?

Metrics & Goals

Measurable goals are an important part of any transformation – they help define a shared objective, track progress, and provide a framework for ROI analysis. Clear targets also help teams identify scenarios when processes might not be working, resources might be underutilized, or assumptions aren't holding true.

This is why Rampiva Automate provides an OData feed for business intelligence platforms to connect to, providing real-time performance and analysis of the operational metrics.

Some of the metrics and goals our clients set include:

- Productivity of their department;
- Minimizing the amount of irrelevant data that is escalated for review; and
- The speed with which they get an initial set of data to review teams.

Productivity

A key driver for automating Nuix processing is an increase in productivity. The goal is often to understand the processing capacity that is available given the current compute resources and team. It can also help to predict how that capacity might change given a change in resources.

The traditional ways to measure a data processing team's productivity are the Volume of data being processed, and Caseload, the number of Cases a team can support. However, there is not a strong direct relationship between Volume and Caseload. This is because some Cases can have very large volumes that need to be processed, and some Cases have very small volumes. This limits a department's ability to measure or forecast productivity.

However, volume is only part of the story. For example, one of our clients has increased the Volume of data processed by their team from 6 TB in a purely manual environment to over 30 TB after adopting Rampiva. This is a 5X increase – and they only increased their compute resources by 0.5X – which suggests a significant improvement in productivity. Or, maybe they were handling more high-volume, low-effort Cases, and the growth wasn't because of Automation. Maybe it was just a different Case profile that required less staff effort.

Some teams will work around this by building out a more complete profile of their Cases

To help control for this ambiguity, Rampiva clients are also able to measure some more specific metrics : Efficiency, On Shift-Ratio, and Staff Time.

- Efficiency measures the amount of time a Nuix Worker is actively processing data relative to the amount of time it is checked out of the Worker pool. In a system that maximizes the availability of compute resources, Efficiency should approach 100%.
- On Shift-Ratio measures the amount of Active Nuix Workers consumed between the hours of 8 AM and 6 PM (local to the user) relative to the amount consumed between the hours of 6 PM and 8 AM. Since 8 AM – 6 PM is 10 of the available 24 hours in a day, in a system that maximizes the available of compute resources, On Shift-Ratio should approach 40%.

- Staff Time measures the amount of human time required to execute all of the processing, filtering, search, reporting, quality checking, and export activity before submitting data to review or finalizing the results of an investigation. Client feedback suggests that the average manual Nuix Case requires between 30 – 90 minutes of staff effort to run, from the start of processing to the end of export. In Rampiva, scheduling a Job to run through all these steps takes 3-5 minutes. A data processing analyst can either support more projects in Nuix – or, work on activity outside of Nuix, like advising case teams, educating clients, or evaluating more complex data challenges.

These metrics help distinguish between Cases that have similar volumes but different profiles. Understanding these details allows for improved comparisons between projects and better forecasting.

Finally, teams may want to measure the actual departmental activity itself - Workload. In fact, Caseload is an example of a Workload metric, measuring a discrete activity - supporting a specific Case. Beyond Caseload, a team might look at Operations or Sessions.

- Operations capture each discrete task executed in a Workflow, including load, OCR, search, tag, and more. This can be a helpful measure of Workload, particularly when narrowed to specific Operations that matter most to the team. However, this a better measure of the complexity of a Case profile than overall productivity.
- Sessions specifically capture all of the activity that happens in a single contiguous Workflow. In an automated environment, the Session may contain activity outside of Nuix, but it is comparable to the manual activity that is executed between creating or opening a Case and then closing that Case. Sessions capture both the time it takes to run processing operations, such as Load, OCR and Export, and the time it takes to run non-Worker operations, such as Search, Deduplication, or generating a Report.

Sessions are a great way to compare the impact of automation on a data processing environment, because an increase in Sessions per day shows both an improvement in the utilization of compute resources and the reduced staff effort of each Case. However, it can be helpful to also look at the average number of operations run per Session, which will help account for the possibility that teams ran multiple small sessions when using manual Nuix.

2.9X The average increase in Sessions per Day experienced by Rampiva clients.

Data Minimization

One of the main reasons that teams will process data – particularly for eDiscovery – is to reduce the volume of irrelevant data being shown to review teams. This reduces overall costs and accelerates results. The Nuix Engine is an outstanding tool for this because of the completeness of the content extracted and the metadata profile generated during processing, the ability to work with forensic containers, and the detailed logs within each Case. This allows for nuanced filtering based on file type, date range, content indicators and other criteria.

Comparing volume added to Cases and volume exported from Cases allows teams to emphasize direct savings from their department.

Speed-to-Results

EDiscovery teams operate under very tight timelines – so do most digital investigation teams. Court schedules, budgets, and the urgency of the underlying matter can all put pressure on departments to get data and findings to other parties quickly. Nuix’s processing speed is enormously valuable to their clients, particularly with complex and large projects.

A great proxy for the overall performance of the department is Speed-to-Results, or the time between the start of the first “Add Evidence” operation and the end of the first “Export Data.” There can still be delays getting the data from the client or delays getting data into the review platform, but Speed-to-Results captures an important step in the process: How soon can reviewers put eyes on the data after it hits the processing platforms?

90% Improvement in Average Time to First Export for teams that adopted Rampiva Automate

Reliable Output

There are a several different vectors for measuring the reliability of output when processing data. The first might be whether the team’s playbook aligns with the specific evidence and requirements of the project.

The second might be whether each task is resourced correctly, given the complexity of the data. Finally, whether the tasks are executed in the right order – and, executed correctly.

Poor data quality also manifests itself in different ways. Having to reprocess data because it was staged wrong, failed processing tasks, and even time spent reviewing logs and results to confirm that they align with expectations. It’s challenging to capture a good baseline for the data quality that exists in a manual environment, but one AmLaw 50 client shared the following testimonial:

“Leveraging Rampiva, [we were] able to reduce data processing errors by 30%... and reduce the amount of documentation filled out by the team by 95%.”

– COO, AmLaw 50 Law Firm



Roles & Responsibilities

Automating data processing in Nuix changes the way teams work – some activities are eliminated, some are more productive, and many opportunities for new activities are created! Automation elevates the importance of expertise by spreading the impact of smart changes, while reducing the burden of button-clicking. It also enables a higher total Caseload, and a more diverse project profile, both of which increase the need for project management and strategy work.

There is also a category of Rampiva users who would previously rely on the Nuix analysts and engineers to provide them with project updates. Project Managers, Case Consultants, and Client Engagement Managers (sometimes, clients themselves) can be given access to view project status through Rampiva Scheduler and/or receive notifications and reports as steps within a Workflow.

Users

Most Rampiva Users spend their day-to-day starting and monitoring jobs in the Scheduler job queue. Paralegals, business SMEs, and non-technical Project Managers can often step into this role. Users no longer need to be trained in data processing features or the workflow. They simply need to know the difference between their options in the Rampiva Library.

However, some advanced teams will build Conditional Workflows that leverage Rampiva Parameters to put control in the hands of the Users. The overall Workflow will stay the same, but tactical input will make incremental changes in the actual results. For example, a User might define the review platform for a department that maintains multiple environments. Or, they might determine whether to deduplicate at global-level, or within specific custodians. Perhaps a specific project has a different distribution list for notifications and reports, which the User can set when starting the job.

Other teams might maintain Libraries with Workflows customized to fit unique client or project requirements. This method relies on Users to know the end-result that's required and select the appropriate Workflow.

Usually, a combination of these approaches will allow Users of different skill levels to select the option that's best for them and the project.

Administrators

Rampiva also creates the opportunity for an Administrator role. This person spends more time with Rampiva, including setting Security Policies, defining Resource Pools, and monitoring performance. Rampiva Administrators will usually also manage licensing and coordinate software updates.

Many teams that have this role also oversee Workflow creation and maintenance. Optimizing Workflows often benefits from a detailed understanding of the underlying architecture and Nuix resource requirements.

Designers

There are two camps – Rampiva clients will either make a deep investment in ongoing Workflow design and improvement, or they will make few changes and rely heavily on the Workflow that is put together with Rampiva experts during implementation.

The first category tends to be clients that already have that expertise, support a wide variety of clients and projects, and compete on service, quality, and innovation. Investments in Workflow drive cost savings and help win business.

The second category tends to focus on getting data into review, with less interest in culling data during the processing stage. This can reflect a business model that prioritizes hosted data charges, a limited understanding of filtering strategies, or an internal posture limiting the risk of team members being asked to testify about processing activity.

Budgets & Spend

Automating data process can drive enormous value for clients. There are financial impacts, such as making the team more productive, more sophisticated workflows that generate direct cost-savings in the hosting and review spend, and improved reporting and attribution. There are also softer benefits, like quality-of-life, being able to leave work at a reasonable hour, and the ability to measure and show impact.

Many clients will start seeing meaningful results in the first few months of putting Rampiva into production. These gains help justify the investments in Automation, often generating an ROI of 3-5X the recurring investments.

Licensing

Rampiva Automate is licensed based on the number of Nuix Workers or Cores in the operating environment. To better fit with different budgets and feature requirements, there are four Editions of Rampiva Automate:

- **Rampiva Automate - Lab**, which is a low-cost option for clients with one processing workstation;
- **Rampiva Automate - Business**, which is our standard product with the Scheduler job queue, Workflow Library, and performance Dashboards;
- **Rampiva Automate - Premium**, which includes enhances connectors to external environments, including the direct-to-Nuix uploader, Webhooks, and connections to Microsoft Flow. This Edition can also spin up Azure and AWS instances to run Nuix in the cloud, and then spin those resources back down when the job is finished; and
- **Rampiva Automate - Corporate**, builds on the Premium Edition by adding a Legal Hold Notification capability as well as automation of Nuix's Enterprise Collection Center.

Training

Rampiva provides one-on-one training, as well as classroom options, with curriculums targeted at Users, Administrators and Designers. These classes help accelerate client adoption and enhance the value of investments in the software.

Rampiva Automate 101

Rampiva Automate 101 training is an introductory course to first time and beginner users on the Automate platform. The course is focused on the feature functionality found in the Scheduler application, and provides use-case examples, best-practices and hands-on practices to familiarize users with running jobs in Scheduler. Rampiva Automate 101 does not have an exam at the completion of the course, but some of the fundamentals learned in this course will show up on the Rampiva Automate Administration exam.

Rampiva Automate Administration

Rampiva Automate Administration is an advanced course designed for experienced users of the Rampiva Automate platform. The course will cover most of the key fundamentals in the Rampiva Automate 101 course as well as provide additional detail in the administration of the platform. This course hones in on the Settings section of the Automate platform and how to effectively setup Automate to run in your environment. Rampiva Automate Administration has an exam at the completion of the course.

Rampiva Workflow Design

Rampiva Workflow Design is a specialized course that is designed for users who have a high working knowledge of an organizations internal eDiscovery processes and application workflows. Users should have a concrete understanding of the Nuix platform as well, as the course focuses on the Rampiva Workflow application and the automation of the Nuix workflow process. Rampiva Workflow Design has a use case, hands-on practical exam at the completion of the course in which a user will design a basic workflow based on a use case.



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