

Client Usage Metrics Guide

How to read your Client Usage Metrics Report

Page 1 - Your Account Data

Your Service Usage Profile* is:

This section will display one (or more) of the four possible Service Usage Profiles. See page 3 (glossary) for a more detailed description of each profile.

* Profile definitions located in the glossary (page 3)

For your Service Usage Category, Valora Recommends:

In this section, Valora lists one or more recommended services which, based on your past projects, are likely to be beneficial and reduce time, cost and effort for your team in processing and/or review. These are services that your firm has either never utilized or used sparingly.

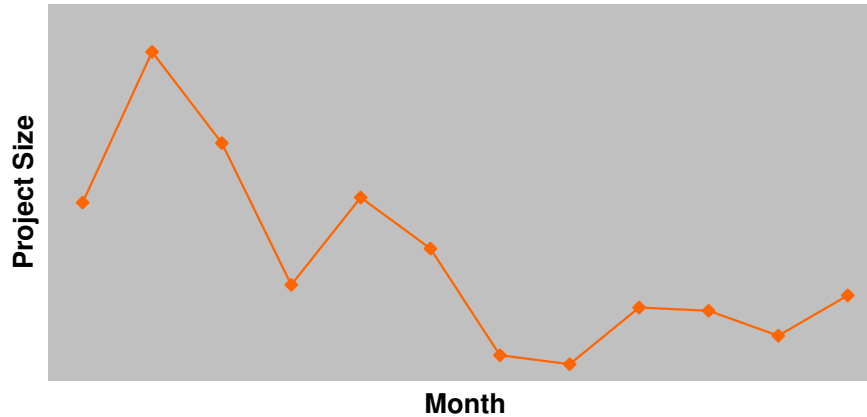
Your average project turn time was: The number listed here will show the average number of days it took to complete an average project for your firm.

Your typical project run rate was: The number listed here will show the average number of documents completed per day on an average project for your firm.

Overview of Your Cases:

A brief overview of trends and similarities in your firm's projects.

Usage Frequency

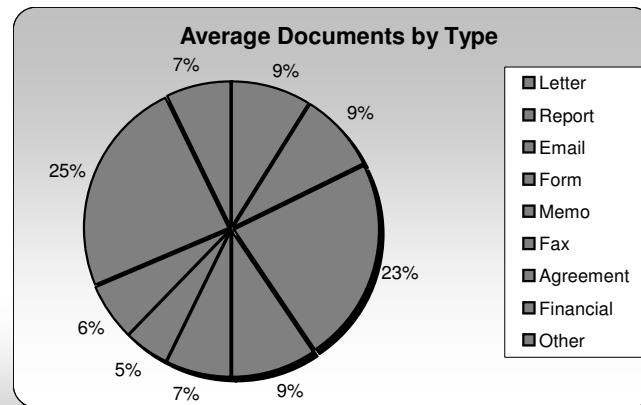


Usage Frequency:

This section describes the above graph, explaining which months were most active, least active and how many unique cases your account had per month.

Your Average Case Looks Like:

Project Metrics	Count
Total Pages	203,729
Pages Per Document (PPD)	5.6
Total Documents	36,441



Total Projects This Year: Your total number of projects in 2008.

Total Price Quotes This Year: Your total number of quotes in 2008.

Overall Usage:

The percentage of quotes which resulted in a project with Valora.

Services Utilized:

Our list of services, with a check next to those services your firm has used.

- Scanning
- OCR
- Unitization
- De-Threading
- Basic Bibliographic Coding
- Level of Treatment
- AutoCoding
- Gap-Fill
- Near Duplicate Detection
- Clustering
- Email Thread Grouping
- Issue Coding
- Privilege Identification
- Responsiveness Identification
- SmartSelection™ ESI Processing
- StraightThrough™ ESI Processing
- FirstLook™ Population Analysis

This section will show what your firm saved by using our cost effective services (or what your firm could have saved)

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Page 2 - Data Comparisons (Service Usage Profiles & Customer Category)

Your Service Usage Profile* is:
 The following section (all data on the left side of the page) shows the average usage metrics of those firms with the same Service Usage Profile as your firm.

* Profile definitions located in the glossary (page 3)

The average project turn time was: The number listed here will show the average number of days it took to complete an average project for your firm's Service Usage Profile.

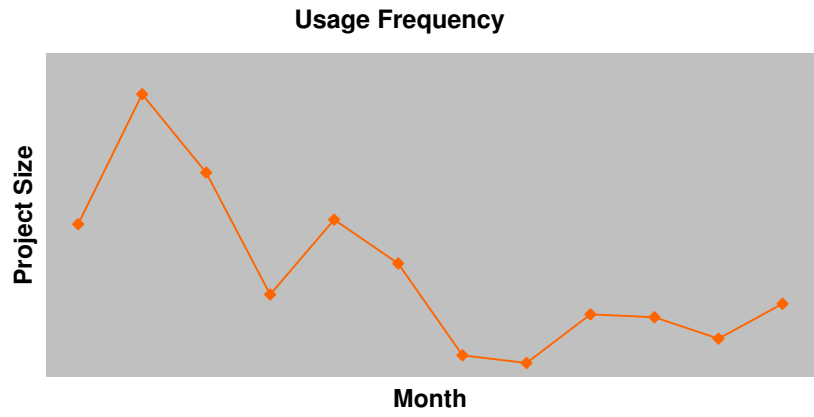
The average project run rate was: The number listed here will show the average number of documents completed per day on an average project for your firm's Service Usage Profile.

Average Total Projects This Year: The average number of projects per firm in 2008 for your Service Usage Profile.

Average Total Price Quotes This Year: The average number of quotes per firm in 2008 for your Service Usage Profile.

Overall Usage:
The average percentage of quotes resulting in a project.

Services Utilized by [Profile Name]:
 Our list of services, with a check next to those services firms matching your Service Usage Profile used this year.



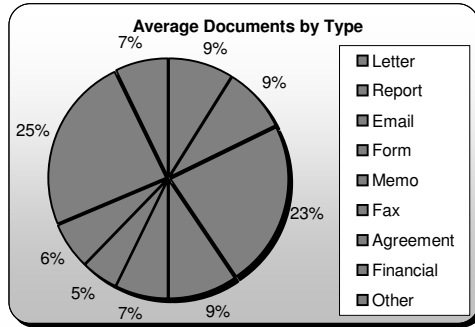
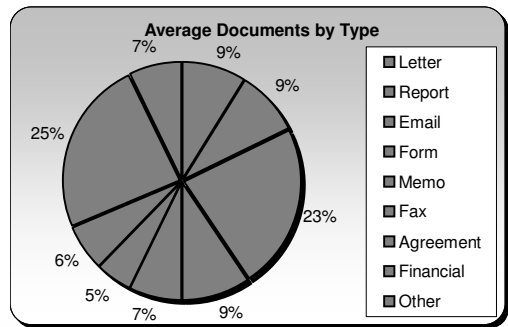
■ Your Usage Frequency
 ■ Service Usage Profile Average
 ■ Customer Category Average

An Average [Profile Name] Case Looks Like:

Project Metrics	Count
Total Pages	203,729
Pages Per Document (PPD)	5.6
Total Documents	36,441

An Average [Cust. Ctgr] Case Looks Like:

Project Metrics	Count
Total Pages	203,729
Pages Per Document (PPD)	5.6
Total Documents	36,441



Your Customer Category* is:
 The following section (all data on the right side of the page) shows the average usage metrics of those firms with the same Customer Category as your account.

* Customer Category definitions located in the glossary (page 3)

The average project turn time was: The number listed here will show the average number of days it took to complete an average project for your firm's Customer Category.

The average project run rate was: The number listed here will show the average number of documents completed per day on an average project for your firm's Customer Category.

Average Total Projects This Year: The average number of projects per firm in 2008 for your Customer Category.

Average Total Price Quotes This Year: The average number of quotes per account in 2008 for your Customer Category.

Overall Usage:
The average percentage of quotes resulting in a project.

Services Utilized by [Category Name]:
 Our list of services, with a check next to those services firms matching your Customer Category used this year.