

Top 17 Questions to ask when shopping for a Retention Hold Application



1. Please provide an overview of your platform capabilities, including any platform-specific terminology you might use, user or administrator roles, etc.
2. Please describe how a new legal hold is entered into your system.
3. Please describe where hold recipients are defined and where their user credentials originate.
4. Please describe how holds are issued (what our administrator does and what a recipient might see).
5. Please describe the process for reminders which might be sent to a recipient of a hold, including the ability for individual custodians to see which holds they currently have assigned.
6. Please detail the process to update the language of a hold once it has been issued.
7. Please detail the process to add or subtract recipients from a hold.
8. Please describe any features capable of sending questions to custodians regarding the location of data as well as a description of any collections methodology your platform supports, including where any collected material is ultimately stored.
9. Please detail any capability to connect with other information management platforms, including but not limited to: detail company platforms, such as, Sharepoint, etc).
10. Please detail the capability to connect with various email platforms, including but not limited to: (detail company e-mail platforms).
11. Please describe the process and available functionality to ensure preservation when a custodian leaves the company while a hold is still active.
12. Please describe the server capacity for this system. Are there any limitations on number of custodians or total number of matters in the database? Will performance be affected for remote/VPN users?
13. What kind of reporting functionality does the system have? Is customization available to our administrator to tailor specific reports?
14. Does the system have functionality to create multiple agreements in connection to a single matter (e.g. distributions for different custodian lists, different hold language, companion matters)
15. What level of security is available within the system for administrators as well as custodians? Can matters be given restricted viewing access?
16. What functionality exists to import data from an existing holds database?
17. Please describe the support available for end user training and technical issues.