

## **User Satisfaction Ratings**

Data is scoped to the eDiscovery category. All reviews were collected as of November 07, 2024





Everlaw		Relativity	
Rating  ★★★★ (584)		<b>★★★☆</b> (496)	
Ease of Setup	89%	78%	
Ease of Admin	89%	79%	
Quality of Support	95%	83%	
Ease of Use	89%	84%	
Meets Requirements	92%	87%	
Has the product been a good partner in	doing business? 95%	88%	
Document Collection	87%	74%	
Product Direction (% positive)	95%	86%	
User Reporting	84%	80%	
Digital Storage	93%	82%	

(User Satisfaction Ratings continues on next page)

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## User Satisfaction Ratings (continued)





Everlaw		Relativity	
Permissioned Access	87%	84%	
Dashboards	88%	81%	
Project Analytics	88%	83%	
Document Processing	91%	83%	
Audit Trail	86%	90%	
Basic Reporting	90%	82%	
Production	91%	88%	
Likelihood to Recommend	93%	92%	
Project Templates	84%	83%	
Automated Review	81%	80%	
Document Review	93%	91%	
Role-Based Permissions	92%	92%	
	(User Satisfaction Ratings continues on next page)		

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## User Satisfaction Ratings (continued)





Everlaw		Relativity	
Public Database	<b>74</b> %		88%
Automated Reminders			
	82%		90%
Avg. Go Live Time (months)			
Average 1 Months		Average 3 Months	
Avg. ROI (months)			
Average 11 Months		Average 19 Months	

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