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UNIFIED awarded distinction of Relativity Best in Service

UK Legal Support Service Provider recognised by its clients and kCura for service excellence

London, UK (30th June, 2011) – UNIFIED, the leading UK onshore provider of outsourced legal support services and legal technology, was today awarded the distinction of Relativity “Best in Service” in recognition of the high quality service it provides to leading law firms and corporations.

The stringent criteria for the Relativity Best in Service program consist of an audit of a partner’s Relativity offering, covering both service and performance. Performance is assessed through examination and testing of technical capabilities and infrastructure to ensure an optimal environment and user experience, and is also subject to a partner having a high volume of users and cases under management. Service is judged by kCura taking up client references directly and requiring that their feedback is positive.

“We’re excited to welcome UNIFIED to the elite group of Relativity Best in Service partners,” said Andrew Sieja, president and CEO of kCura. “The speed with which UNIFIED has progressed from Premium Hosting Partner to Best in Service is testament to the exceptional customer experience they provide.”

“Our clients and kCura recognising us as Best in Service is an accolade we wear with pride. It recognises our deliberate and unflinching commitment to mastering the best technology to drive successful outcomes for our clients,” said Paul Mankoo, CEO of UNIFIED.

“UNIFIED is on the way to helping reshape the litigation support landscape through applying our unparalleled industry experience to the challenges our clients articulate to us. We aspire to distinguish ourselves through our innovative approach to service and pricing, our range of fully managed outsourced eDisclosure services which free firms from per GB charges, and our elite document review service,” Mankoo said.



About UNIFIED

UNIFIED (www.unif-id.com) is a UK onshore outsourced legal support service provider. Focusing on the full spectrum of litigation and corporate support services, UNIFIED helps its elite law firm and multinational corporate client base manage risk and reduce cost. Our end-to-end litigation support spans from advice in identifying harvestable data, forensic collection and the processing of both electronic and paper sources through conducting the review and production process. With an average industry tenure of 12 years, UNIFIED achieves a deep understanding of client requirements and brings a fresh 'outcome based' approach which translates into always meeting our clients' requirements and enabling them to execute their matters in the most efficient, practical and cost proportionate manner.

About kCura

Recognized by Gartner as a leader in the [2011 E-Discovery Magic Quadrant](#), kCura are the developers of the [e-discovery](#) software [Relativity](#). Relativity is a web-based platform servicing the review, analysis, and production stages of the EDRM. Relativity also powers kCura's legal hold management solution, [Method](#), which is a workflow and notification system designed to manage [legal hold](#) and risk assessment processes. kCura helps corporations, law firms, and government agencies with e-discovery challenges by installing Relativity and Method on-premises, as well as providing hosted, on-demand solutions through a global network of partners in Asia, Australia, Europe, and North America. For more information about Relativity and Method, contact kCura at info@kcura.com or visit www.kcura.com.