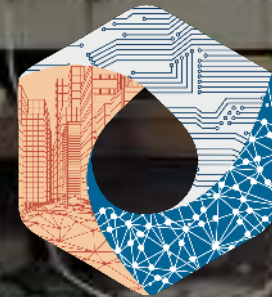


Market Kinetics

eDiscovery Business Confidence - Fall 2023



Complex
Discovery

Business Confidence

Background

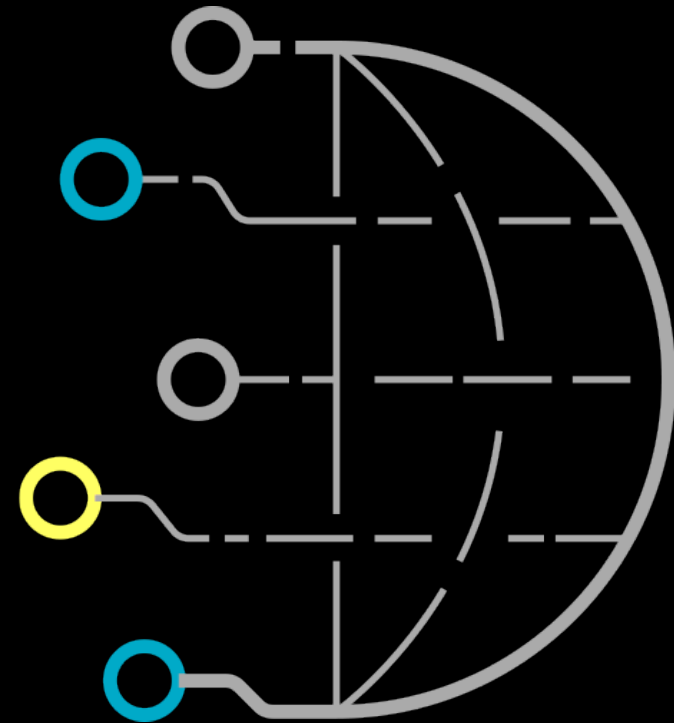
Business Climate

Performance Concerns

LLMs and GAI

Operational Metrics

Context



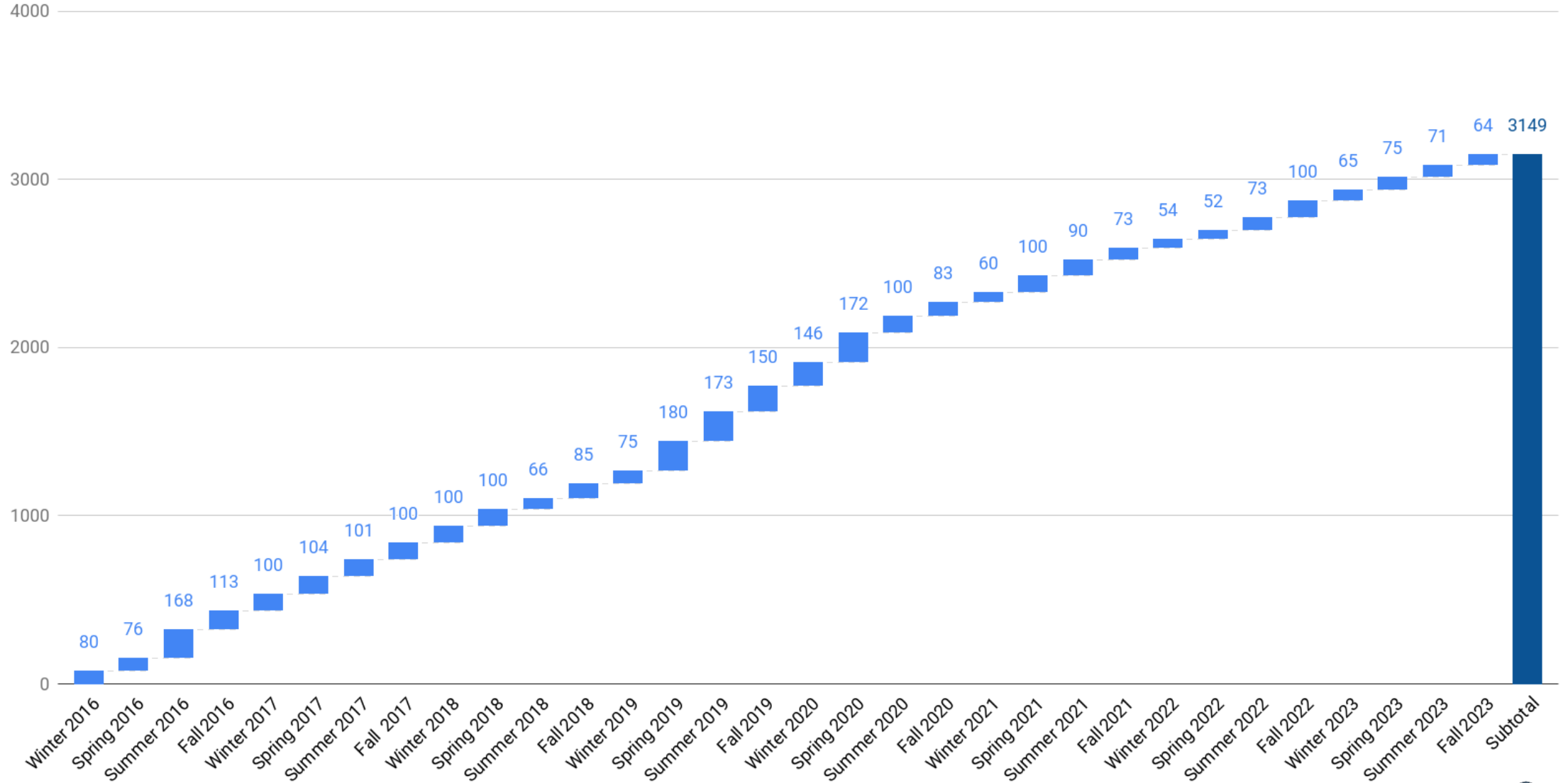


Background

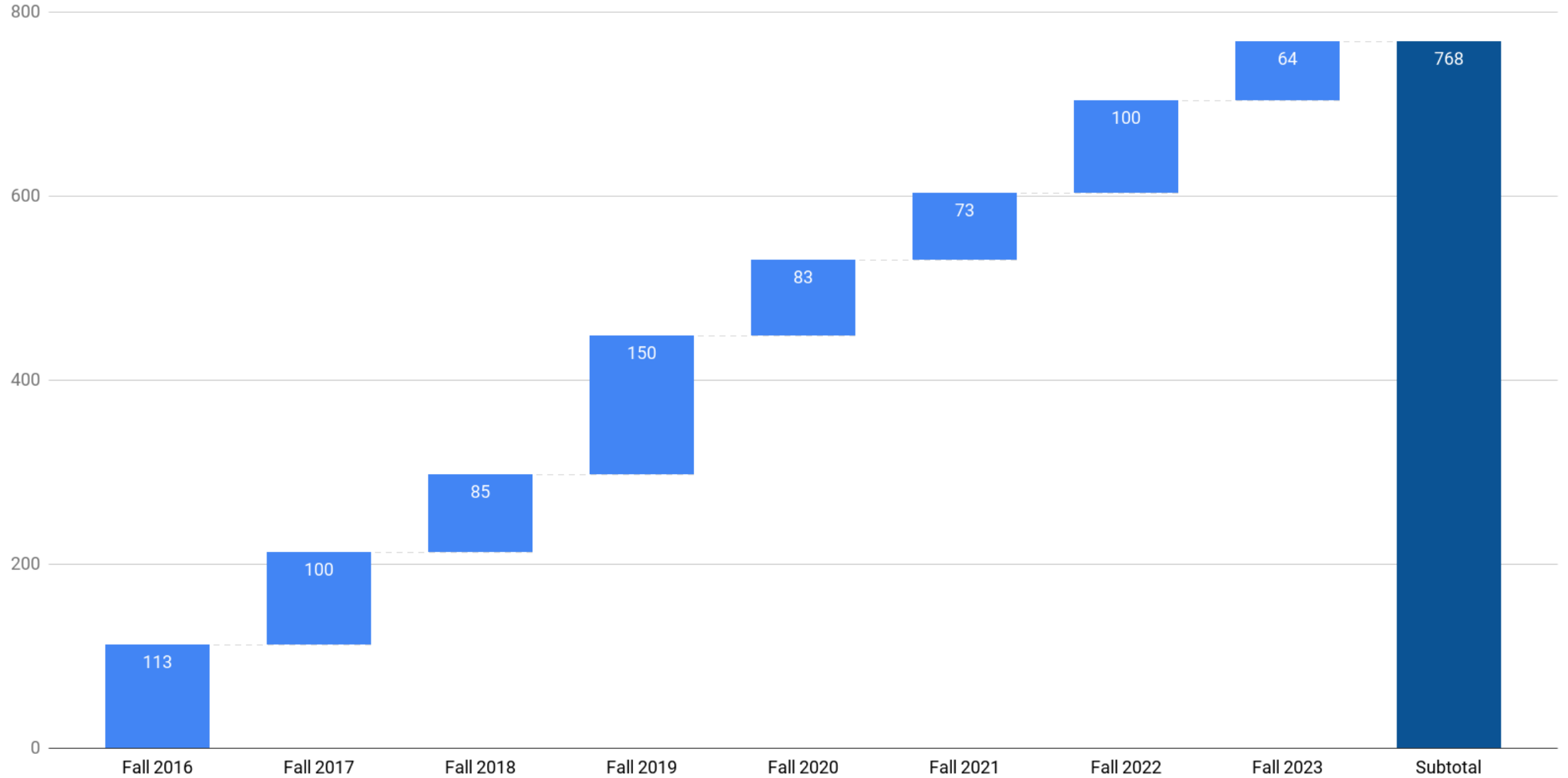
Quarterly Business Confidence Survey
Fall 2023



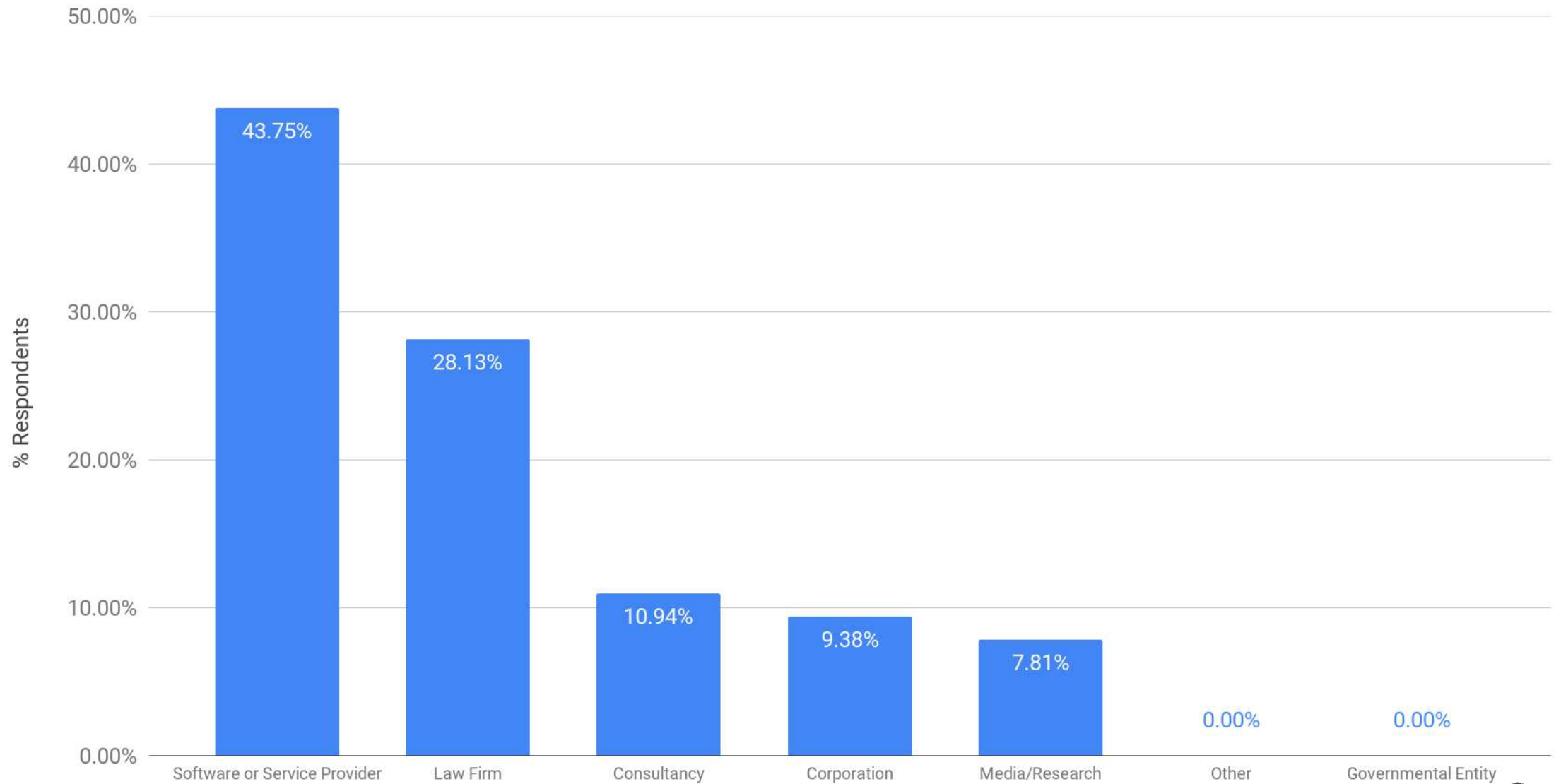
Survey Respondents (Individual and Aggregate Overview)



Survey Respondents (Individual and Aggregate Overview)



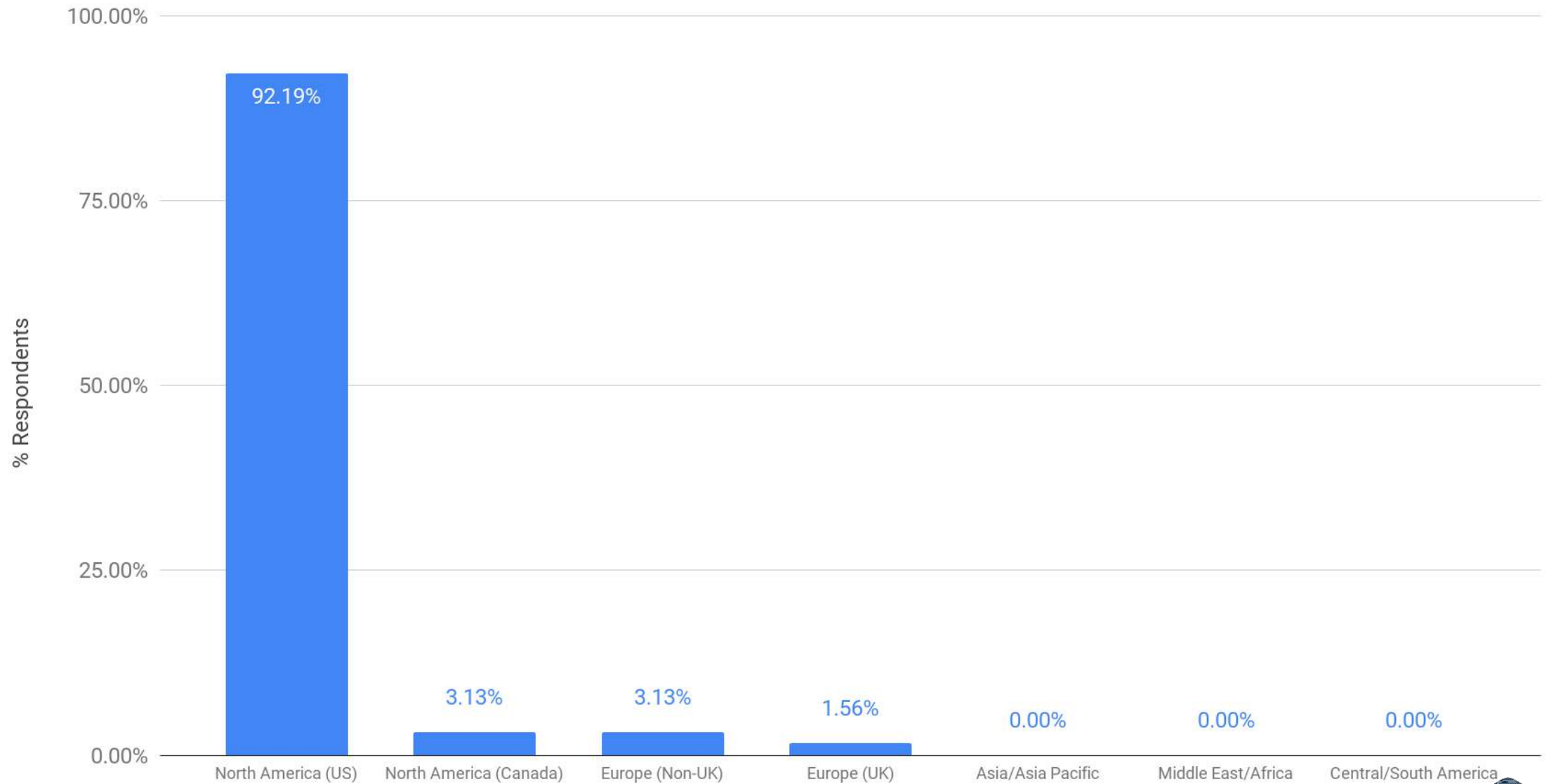
Survey Respondents by Organizational Segment



Fall 2023 eDiscovery Business Confidence Survey (n=64)



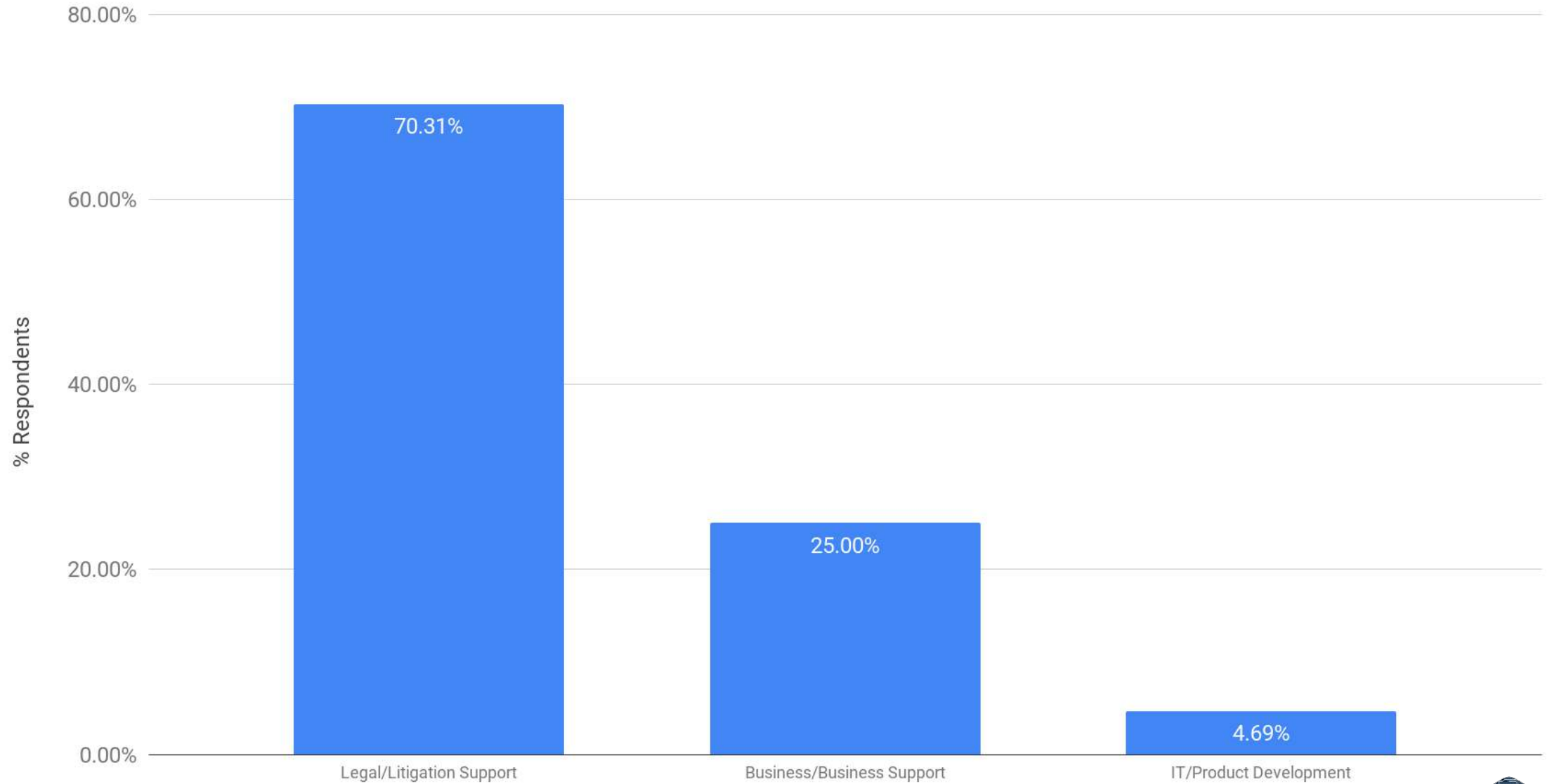
Survey Respondents by Geographic Region



Fall 2023 eDiscovery Business Confidence Survey (n=64)



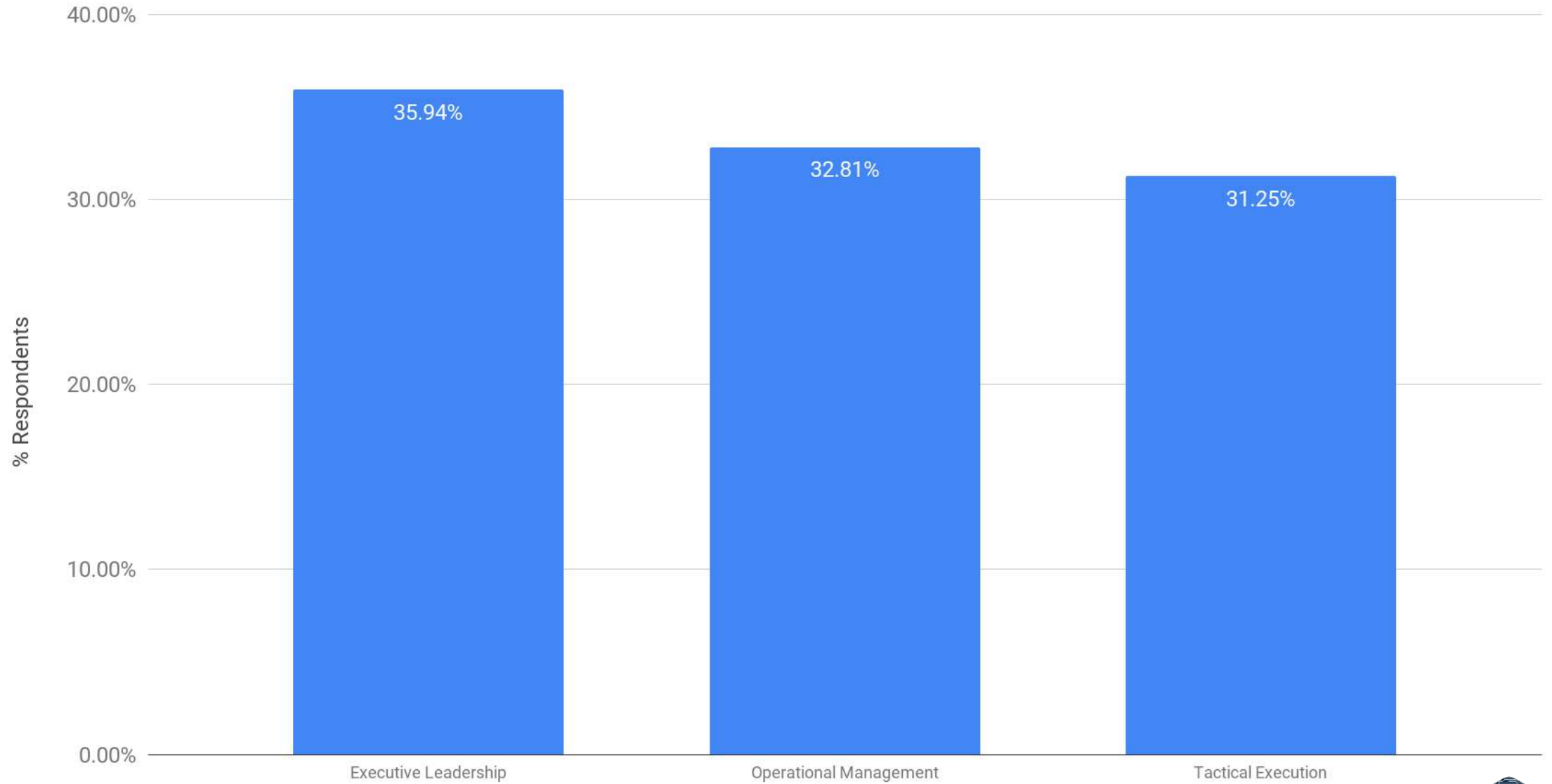
Survey Respondents by Primary Function



Fall 2023 eDiscovery Business Confidence Survey (n=64)



Survey Respondents by Level of Support



Fall 2023 eDiscovery Business Confidence Survey (n=64)



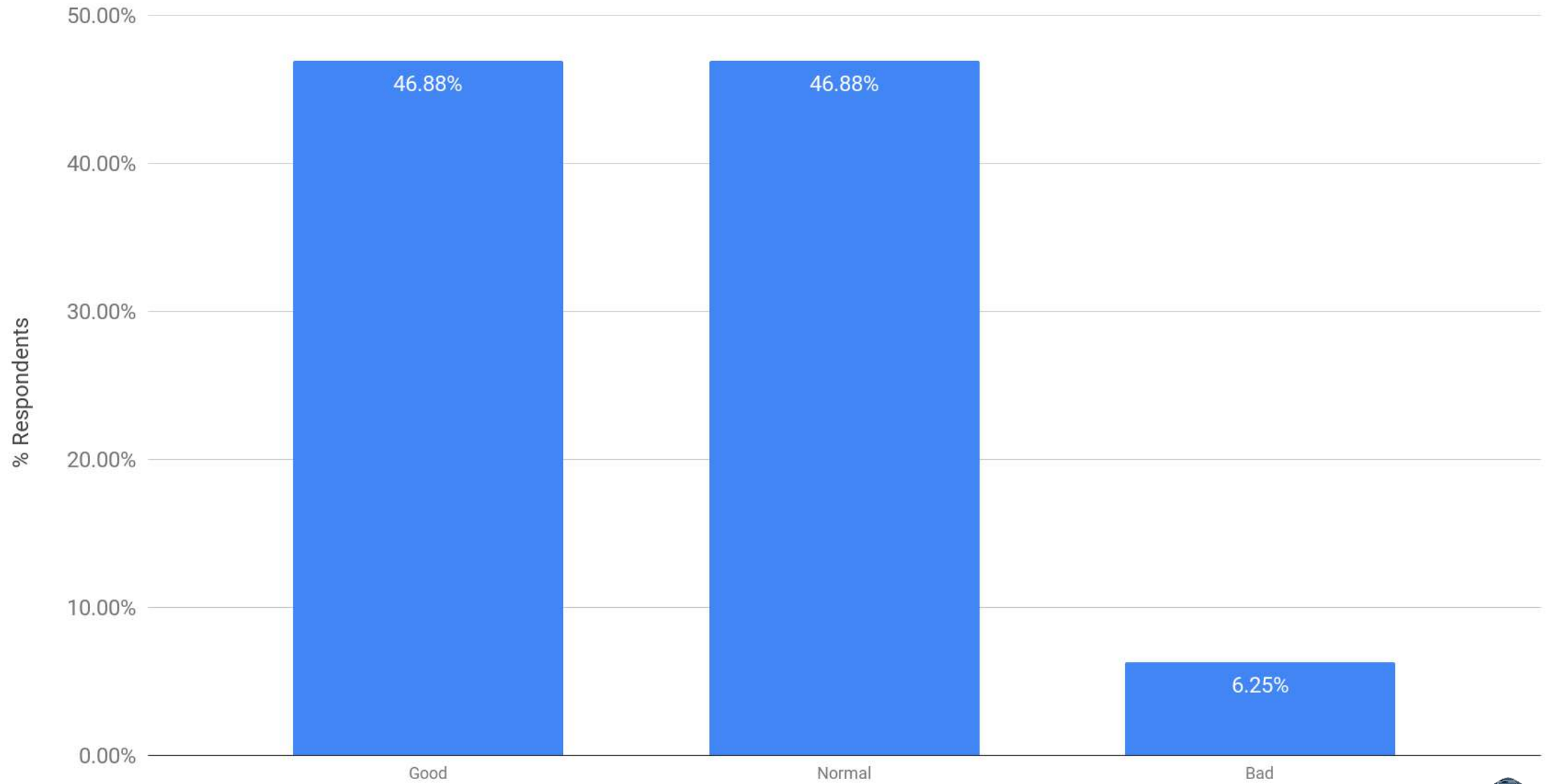


Results

Quarterly Business Confidence Survey
Fall 2023



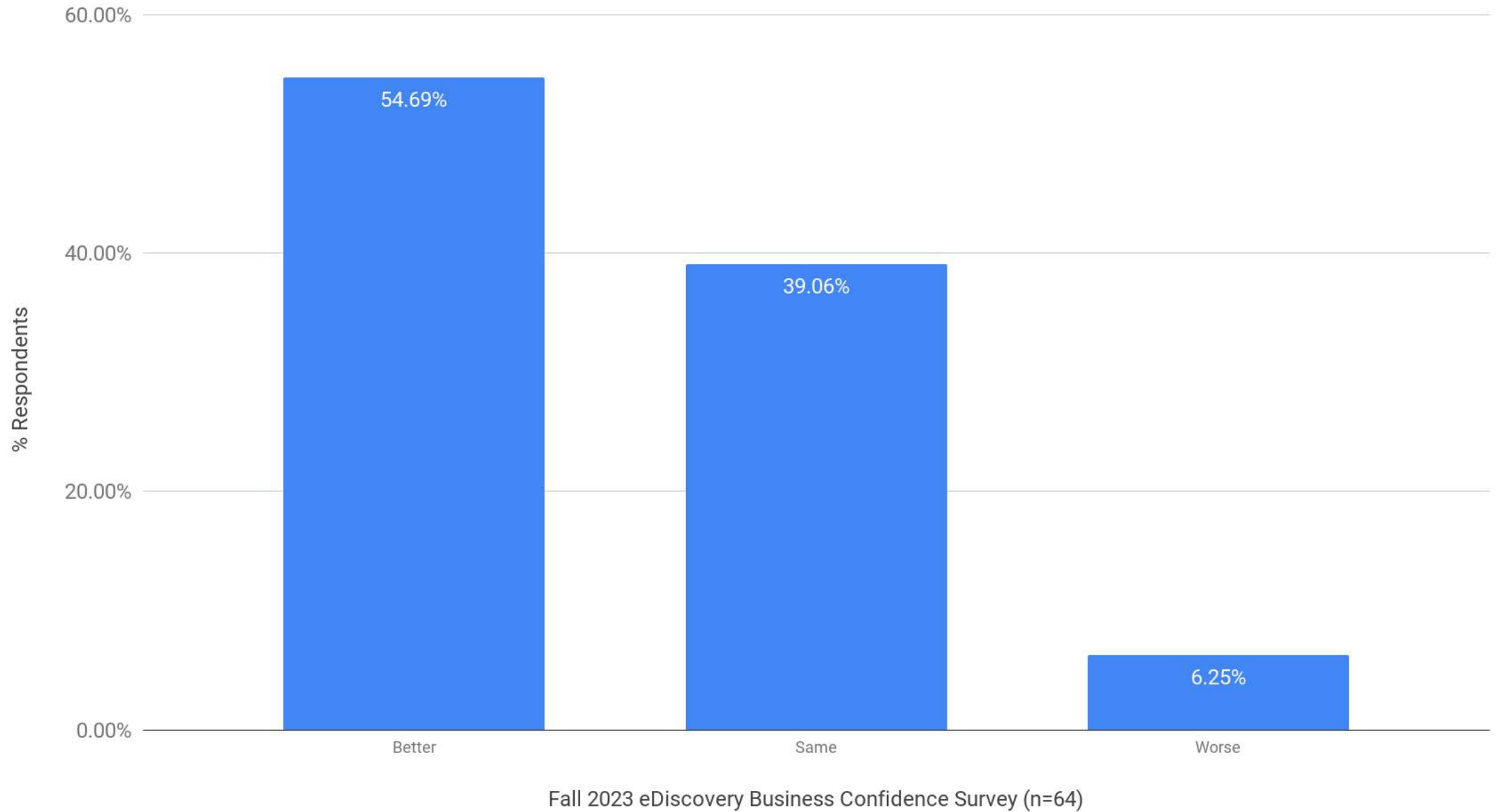
Current Business Climate Overview



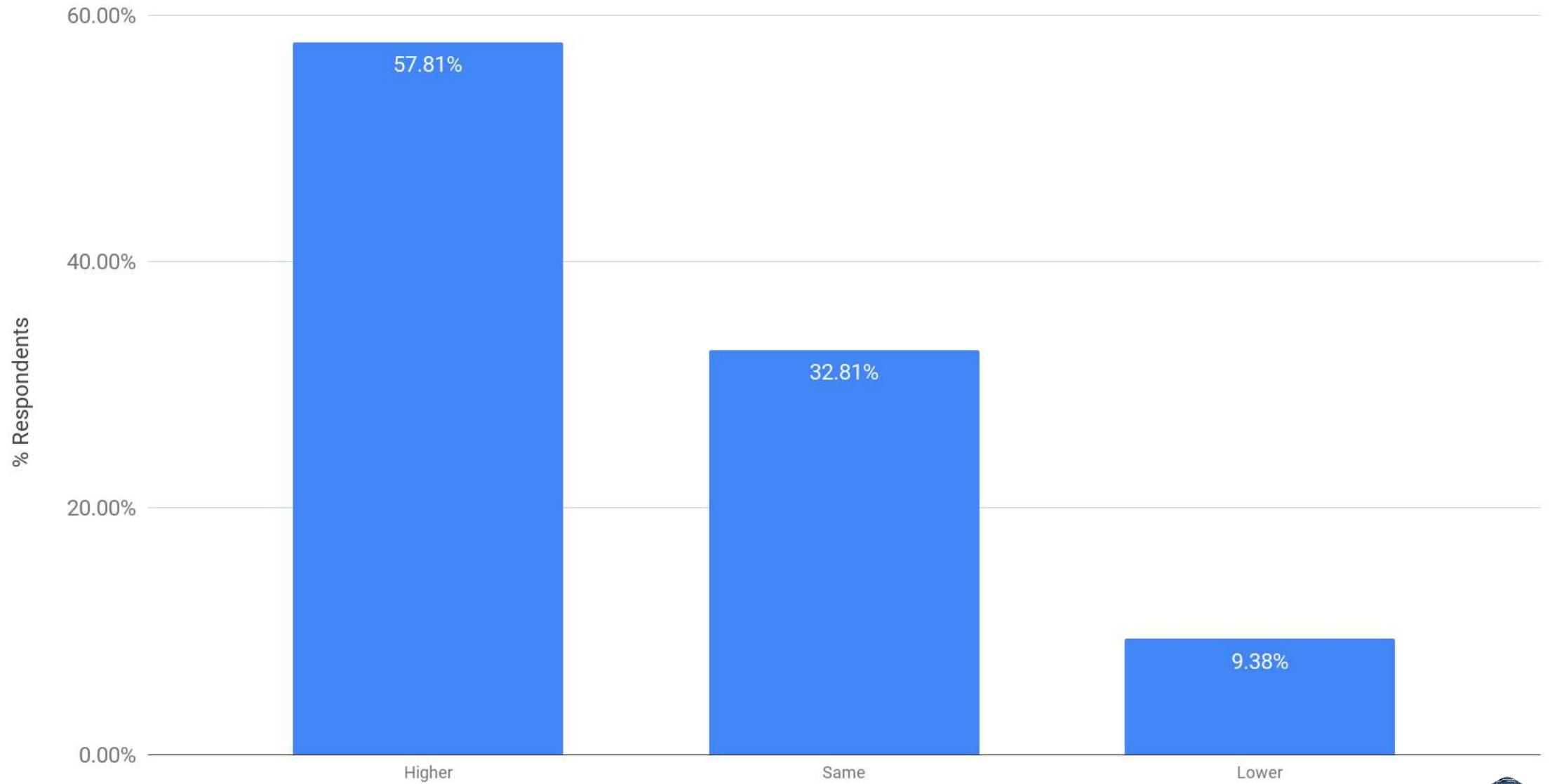
Fall 2023 eDiscovery Business Confidence Survey (n=64)



Business Climate Overview + Six Months



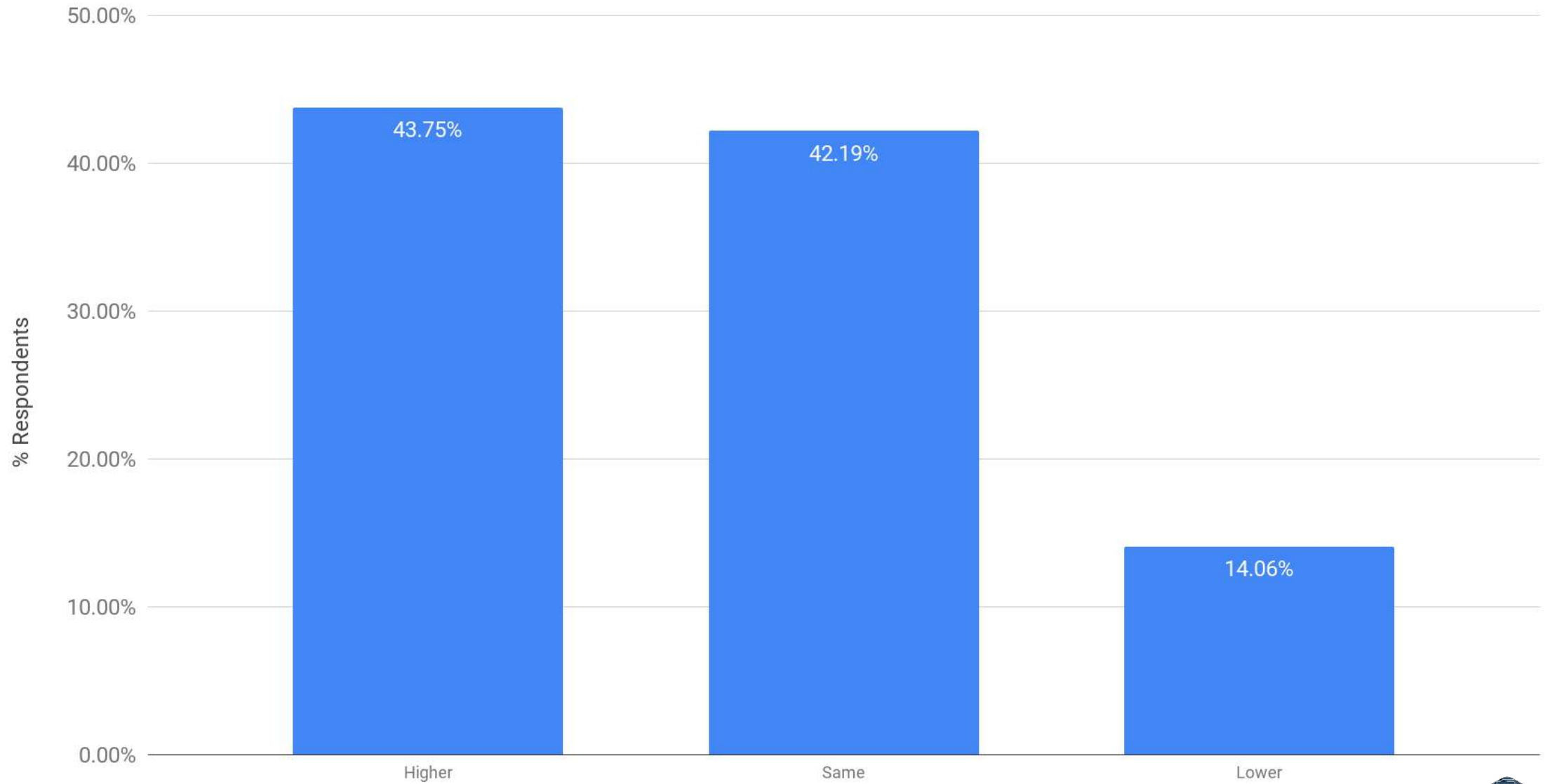
Revenue Overview + Six Months



Fall 2023 eDiscovery Business Confidence Survey (n=64)



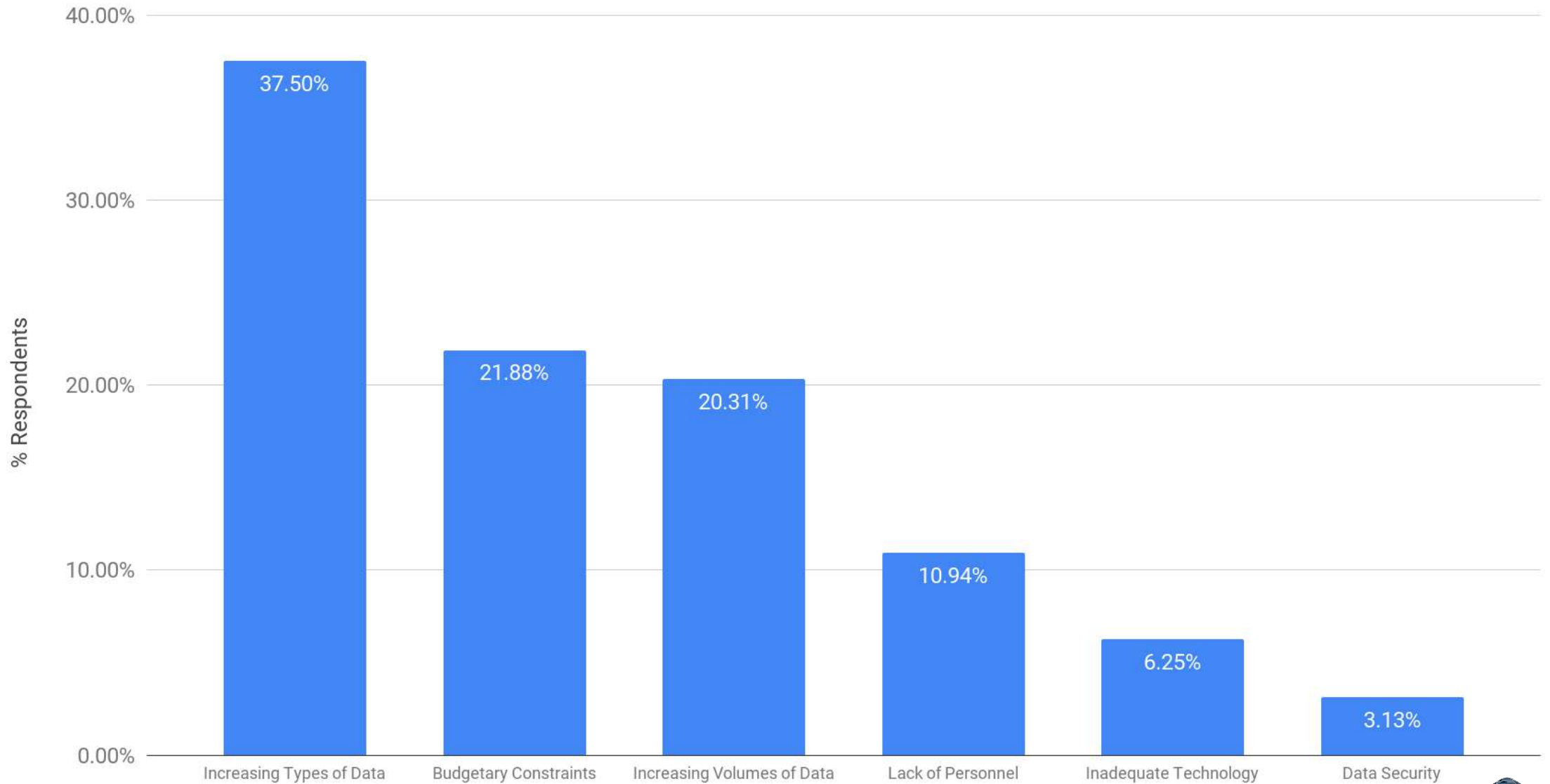
Profits Overview + Six Months



Fall 2023 eDiscovery Business Confidence Survey (n=64)



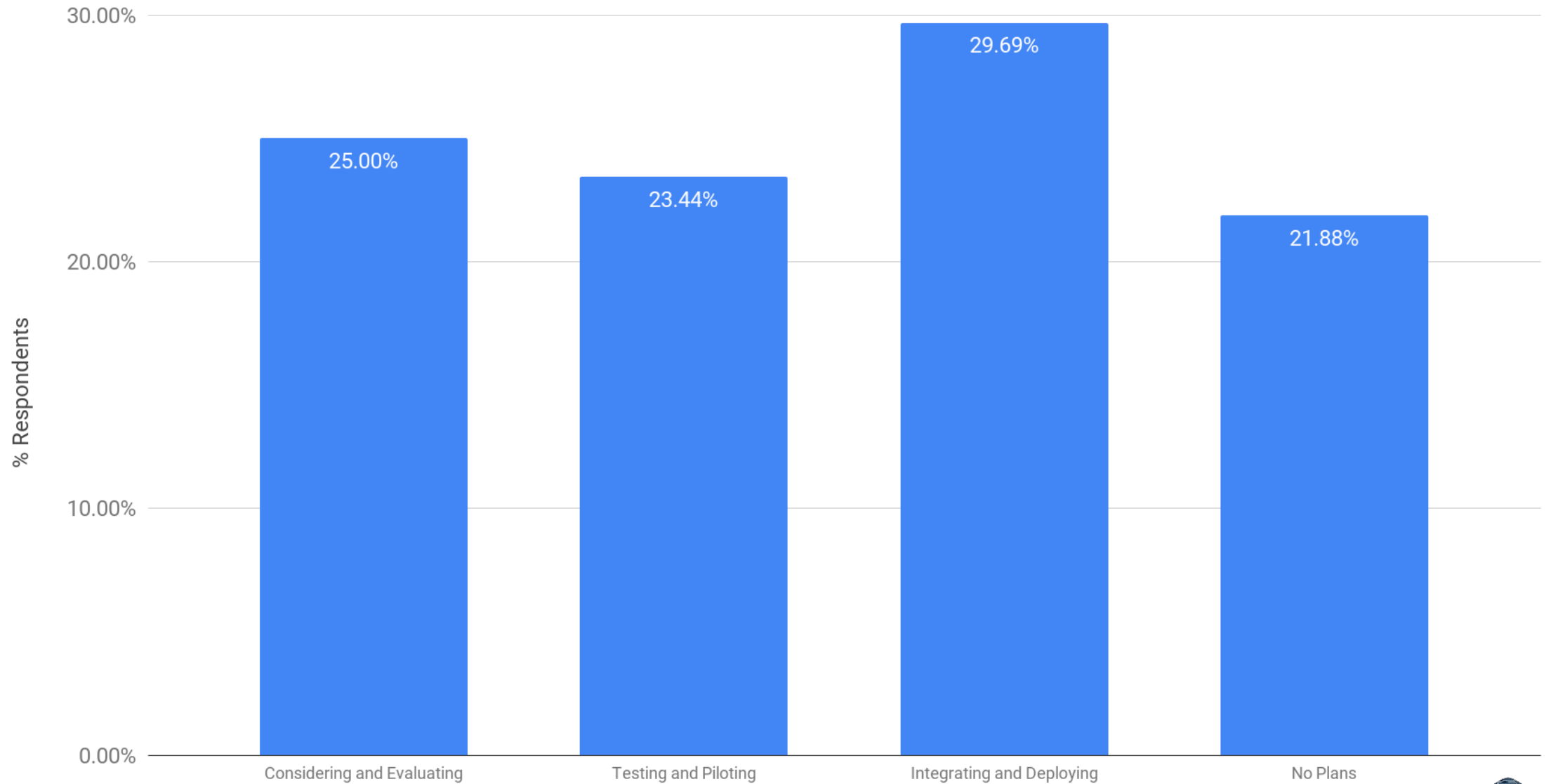
Issues Impacting eDiscovery Business Performance



Fall 2023 eDiscovery Business Confidence Survey (n=64)



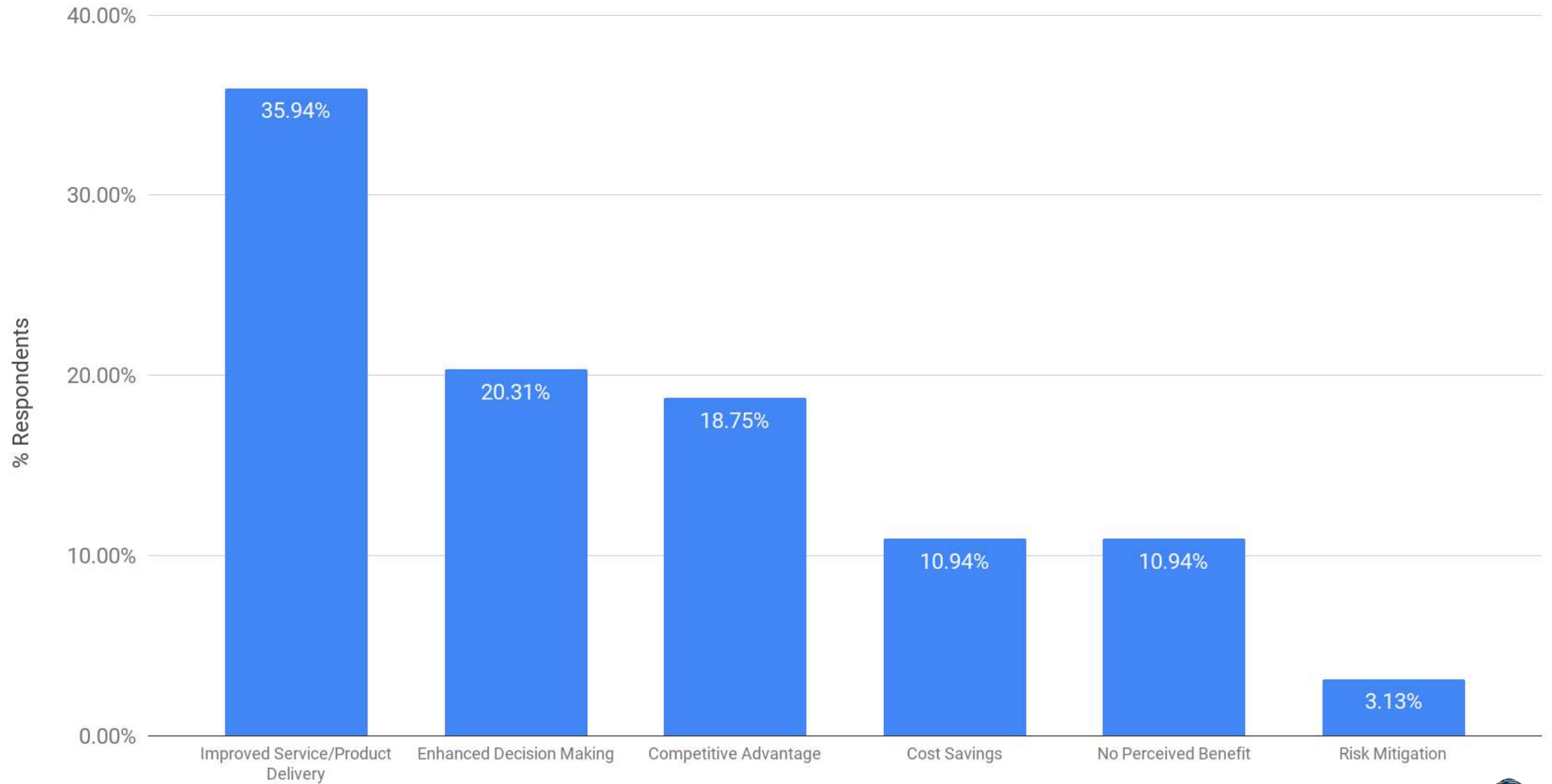
Use of LLMs and GAI in Organization's Operations or Offerings



Fall 2023 eDiscovery Business Confidence Survey (n=64)



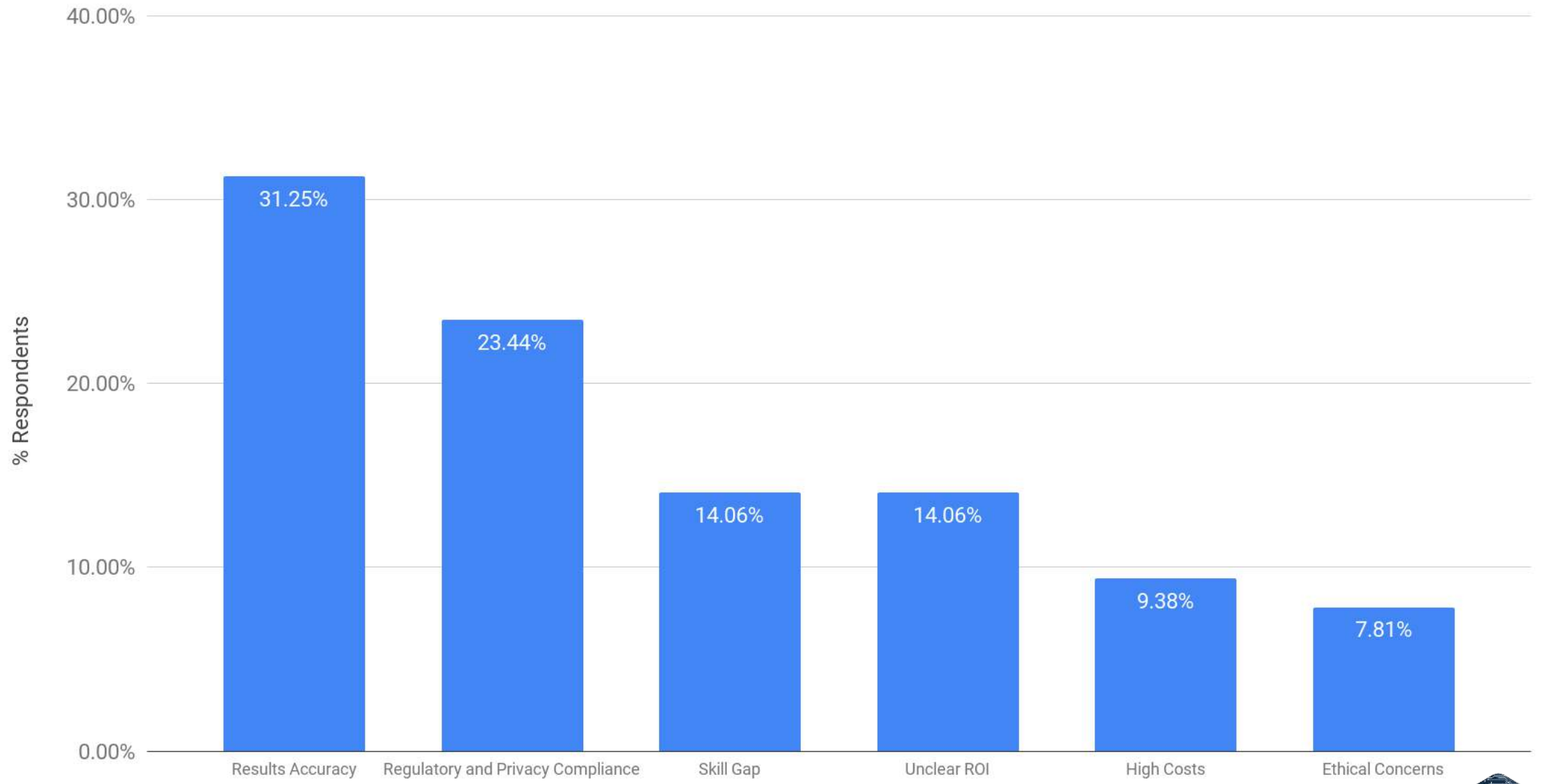
Primary Benefit of Integrating LLMs and GAI into Organization's Operations or Offerings



Fall 2023 eDiscovery Business Confidence Survey (n=64)



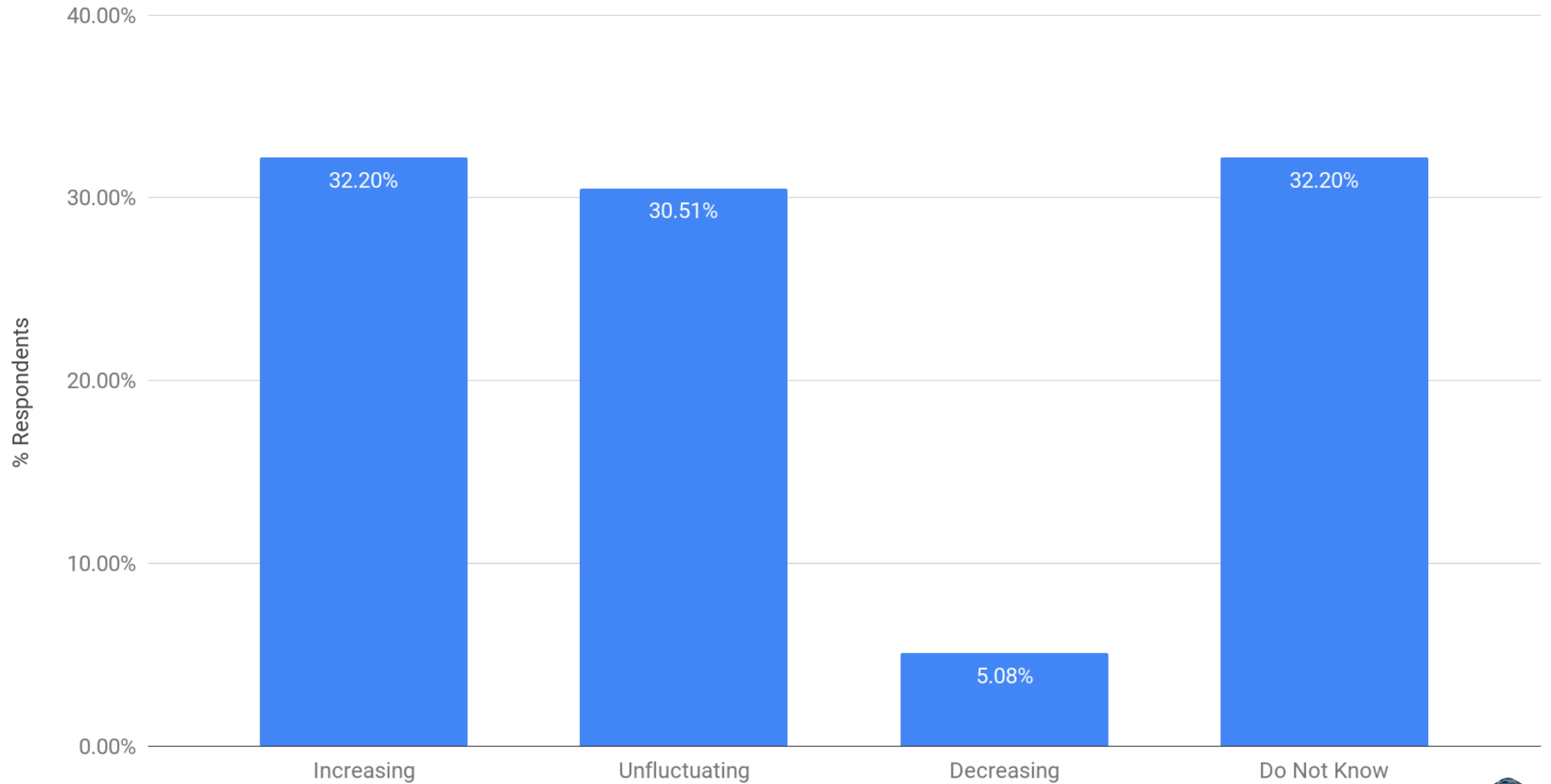
Primary Challenge of Integrating LLMs and GAI into Organization's Operations or Offerings



Fall 2023 eDiscovery Business Confidence Survey (n=64)



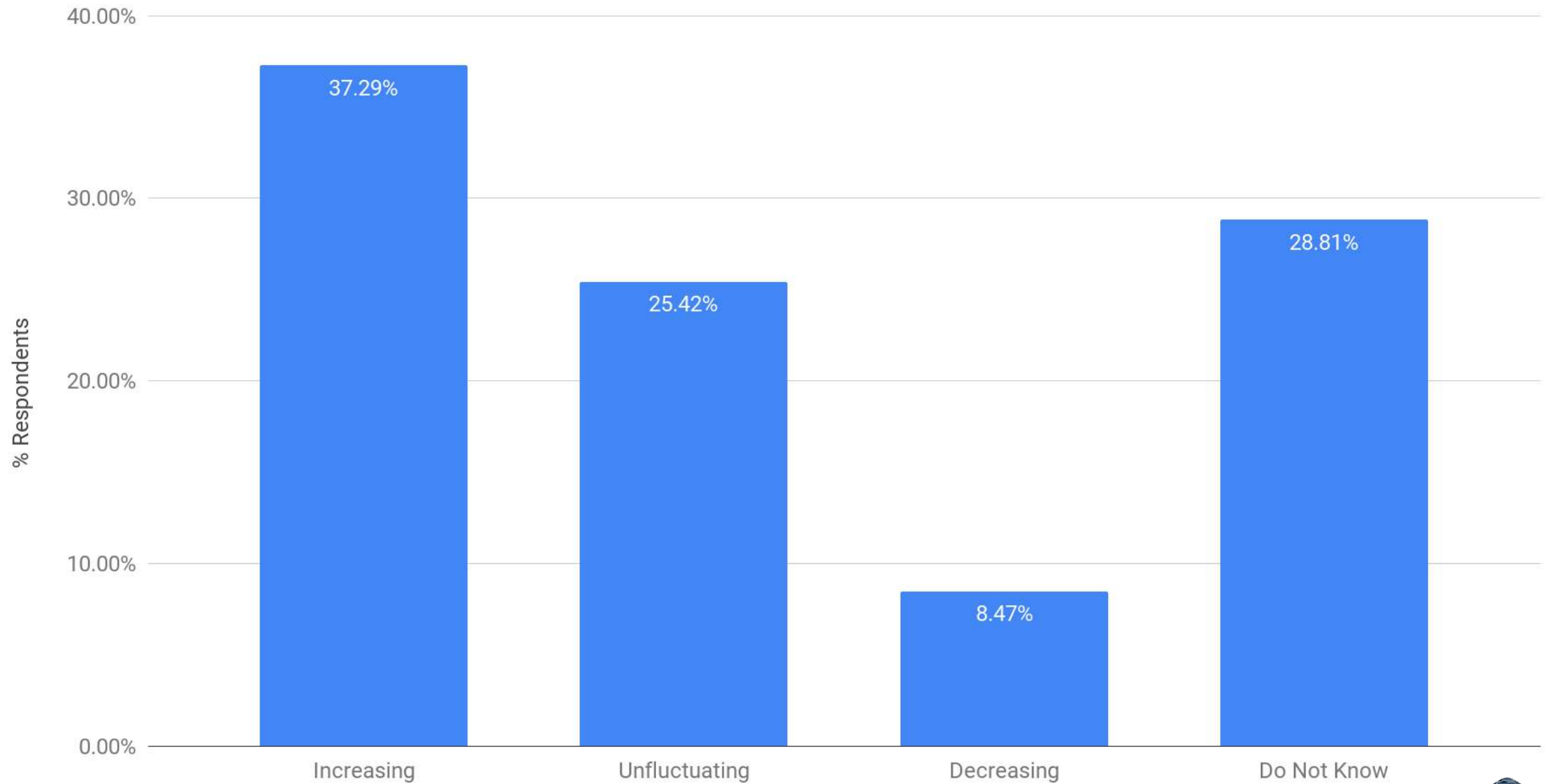
eDiscovery Business Metric Trajectory: Days Sales Outstanding



Fall 2023 eDiscovery Business Confidence Survey (n=59)



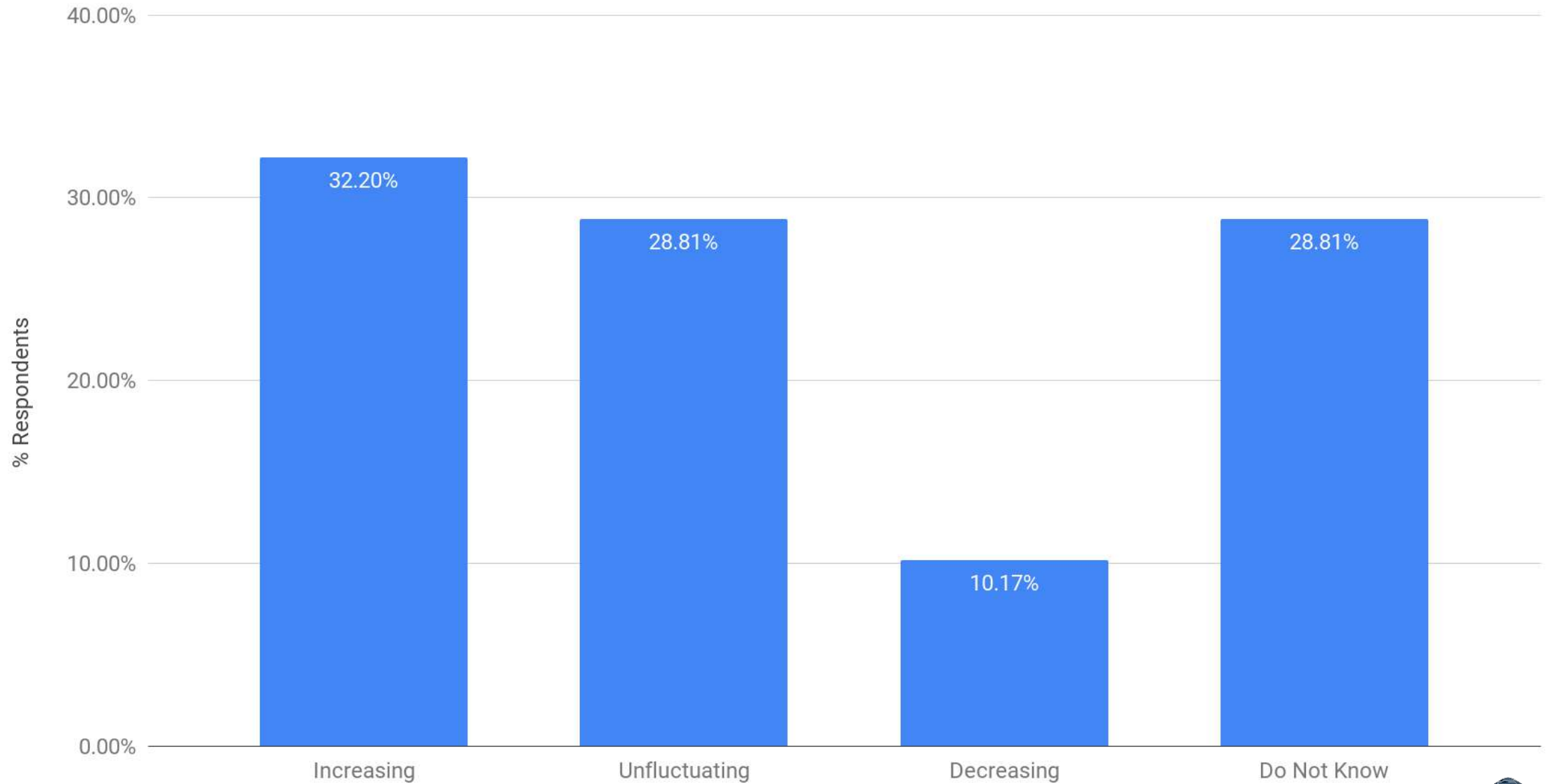
eDiscovery Business Metric Trajectory: Monthly Recurring Revenue



Fall 2023 eDiscovery Business Confidence Survey (n=59)



eDiscovery Business Metric Trajectory: Distribution of Revenue Across Customer Base



Fall 2023 eDiscovery Business Confidence Survey (n=59)



Context

Hyperlinks

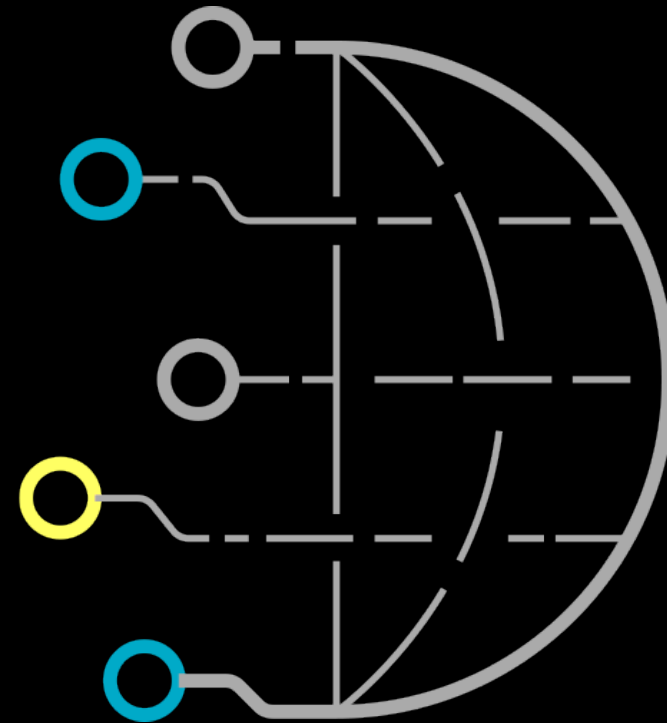
[ComplexDiscovery](#)

[Market Size](#)

[Investments](#)

[Business Confidence](#)

[Second Requests](#)





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