JND EDISCOVERY WINS 'BEST INNOVATION – SOLUTION PROVIDER' AWARD

RelativityOne Silver Partner and Services Provider Receives Innovation Award for Virtual Helpdesk Application

MINNEAPOLIS – October 7, 2021 – JND eDiscovery, a division of JND Legal Administration, was awarded 'Best Innovation – Solution Provider' this week by global legal and compliance software provider Relativity for developing a Relativity-integrated collaboration tool and support ticketing system that facilitates rapid issue resolution for remote attorneys and litigation support personnel.

JND introduced the solution, Virtual Helpdesk, in 2020 following the first wave of the Covid-19 pandemic when information workers transitioned from in-office to from-home work arrangements. The solution combines live chat, video and screen share with an individualized helpdesk dashboard, support ticketing system and resource center for accessing user documentation.

"Virtual Helpdesk ensures that our clients are fully supported in Relativity," says Scott Lombard, SVP of JND eDiscovery. "It restores synergies across displaced teams and connects people to resources when and where they need them. JND's greatest market differentiator as an eDiscovery SaaS and managed services provider is our ability to understand and creatively respond to the needs of our clients."

The Relativity Innovation Awards celebrate organizations and individuals who engineer solutions and use technology to advance the practice of law and innovate on top of the Relativity platform. Virtual Helpdesk is JND's fourth proprietary software solution to be nominated for Relativity's 'Best Innovation – Solution Provider' award since 2018.

"We are honored to recognize and congratulate the JND team on the amazing work and value that they deliver to their clients with the Relativity platform," said James Zinn, Director of Commercial Partnership at Relativity. "Every year we look forward to witnessing the innovative solutions they bring to their clients and this year is no exception."

For more information about Virtual Helpdesk or about JND's eDiscovery offerings, please direct inquiries to info@jndla.com.

About JND eDiscovery

JND eDiscovery is a Minneapolis-based division of JND Legal Administration, a legal management and administration company trusted by law firms, government agencies and Fortune 500 companies nationwide. Founded by Jennifer Keough, Neil Zola and David Isaac, JND delivers best-in-class legal services in the areas of class action settlement administration, mass tort claims and lien resolution, eDiscovery, legal notice programs, government services and healthcare solutions. The company is

backed by Stone Point Capital and has offices in California, Minnesota, New York, Washington and Washington, D.C. For more information, visit https://www.JNDLA.com.

About Relativity

Relativity makes software to help users organize data, discover the truth and act on it. Its SaaS platform RelativityOne manages large volumes of data and quickly identifies key issues during litigation and internal investigations. The AI-powered communication surveillance platform, Relativity Trace proactively detects regulatory misconduct like insider trading, collusion and other non-compliant behavior. Relativity has more than 300,000 annual users in 49+ countries serving thousands of organizations globally primarily in legal, financial services and government sectors. For more information, visit https://www.relativity.com.

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