Nexidia
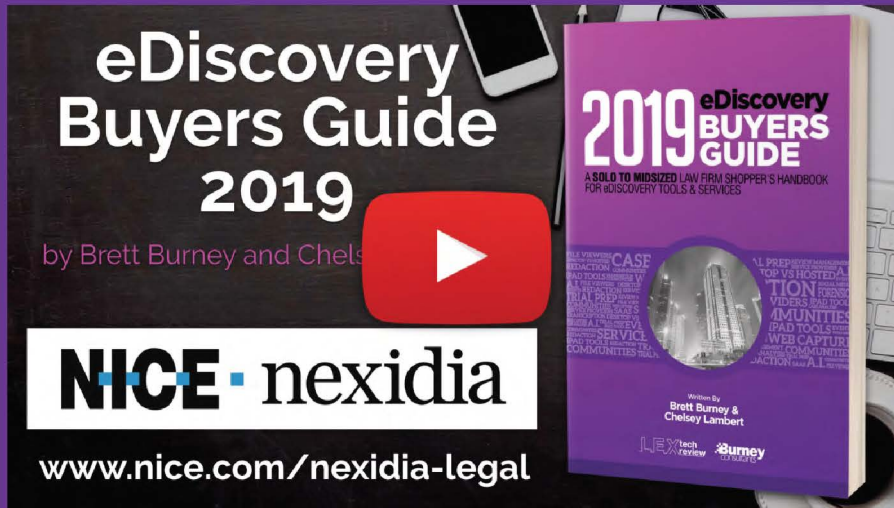ACCURATE AUDIO DISCOVERY BASED ON
PATENTED PHONETIC TECHNOLOGY THAT
LETS YOU SEARCH AND REVIEW AUDIO
WITH EASE

NICE
nexidia

eDiscovery
Buyers Guide
2019

by Brett Burney and Chels[ey]

NICE · nexidia

www.nice.com/nexidia-legal

2019 eDiscovery
BUYERS GUIDE
A **SOLO TO MIDSIZED** LAW FIRM SHOPPER'S HANDBOOK
FOR eDISCOVERY TOOLS & SERVICES

Written By
Brett Burney &
Chelsey Lambert

VIDEO REVIEW

Click to view a short video review
of Nexidia YouTube.

Recent Developments and Updates

▶ **Artificial Intelligence Effectively Combined with Speech Analysis.** Nexidia Analytics was named a leader in the Forrester New Wave: AI-Fueled Speech Analytics Solutions, Q2 2018 recognizing that AI engines can provide improved analytics for speech.

▶ **Seamless Connection to Relativity Databases.** Nexidia's Forensic Search software allows a legal team to quickly access search terms and listen to relevant files in context, and then publish to a Relativity database with a click of a button.

▶ **Strong and Growing Partner Network.** Nexidia continues to expand their network of hosting, integration, and consulting partners.

▶ **Trusted by Top Government Agencies for Their Accuracy.** A number of regulatory agencies (including the SEC, FTC, etc.) use Nexidia for identifying and reviewing recordings for internal investigations as well as regulatory and litigation requests.

Nexidia

ACCURATE AUDIO DISCOVERY BASED ON PATENTED PHONETIC TECHNOLOGY THAT LETS YOU SEARCH AND REVIEW AUDIO WITH EASE

NICE
nexidia

How do you currently search for a word or phrase in an audio file? Do you tap the play button and painstakingly sit and listen for hours while taking notes? Do you pay a professional transcriptionist to generate a text file? While the challenges of audio discovery are nothing new, it's the increase in potentially relevant audio and video files in litigation matters that are necessitating the use of better and more efficient tools – that's where Nexidia can help.

Nexidia has been analyzing audio for many years, sifting through an abundance of recordings from call centers and other treasure troves. Nexidia has continuously worked to make its technology even more accurate, utilizing a colossal amount of recorded audio with a wide variety of inflections, tones, and accents, not to mention call quality from clear to scratchy. All that experience and context is also available for the legal community to help explore and analyze the burgeoning growth of audio and video in litigation matters and investigations.

The technology developed by Nexidia employs an interesting twist – instead of the "traditional" method of transcribing speech to text by way of brute force, Nexidia invented "phonetic indexing" technology which they have successfully patented. Phonetic indexing means there is no need to laboriously build and rely on "dictionaries" of words, but rather language is broken down into phonemes (Nexida uses 43 for North American English). Nexidia doesn't create an index of individual words, but rather it analyzes the sounds of speech which can more easily account for the variations in accents, dialects, etc.

> **The audio waveform is already highlighted in the location(s) where the word or phrase you searched for was found – so you know exactly where to start playing the audio file.**

Phonemes are similar to syllables, but they can be smaller than syllables. Nexidia scores each potential phoneme in every time slice of audio and then puts them together to achieve extraordinary levels of accuracy when searching audio. Including more phonemes in your search leads to more precise results. For example, indexing the word "Bill" by itself could potentially lead to false positives when that sound is heard inside a larger word such as "building" or "responsible." As Nexidia assembles phonemes together, it can more accurately identify words, phrases, and sentences.

And Nexidia doesn't stop there – because of the platform's unique approach to analyzing speech, it can also detect "sentiment" such as the volume or tone of someone's voice, and recognize the individual speaker after you provide a little training for the system. Nexidia can then apply a "score" to an audio file based on the sentiment analysis, which can be paired with other metadata that accompanied the original audio file when it was loaded into the system (e.g. location, speaker, date recorded, length of recording, etc.).

Searching the Audio
All of this amazing technology wouldn't be very useful if you couldn't search or scrub through the audio. The main interface of the Nexidia Search for Legal pane is simple and straightforward. If there was metadata associated with your audio files when they were ingested, you can use those fields of information to pull up certain groups of files based on speakers, dates, etc.

But once your audio files are indexed by Nexidia's technology, many users will just want to start off searching to find the word or phrase they're interested in. They can just click in the search box at top, type in a word or phrase, and Nexidia immediately returns a list of results that looks similar to a list of files in a typical document review platform – you see a list of columns that are populated with the relevant metadata (media file name, length of recording, etc.).

> **"** *If you hear something important or noteworthy while you're listening to the audio, you can click the "Add Note" button to associate a note with that specific section of the audio.* **"**

When you select a file, you'll see the audio "waveform" at the bottom where you can click to start playing the audio at your preferred location. But the best part is that the waveform is already highlighted in the location(s) where the word or phrase you searched for was found – so you know exactly where to start playing the audio file to hear what was being discussed at that point in the conversation or recording.

In many cases, you want to know what else the speakers were talking about when they used the word you were searching for, so you can simply click "Add Phrase" to add another word or phrase to your search (i.e. "search within a search"). Nexidia provides a helpful "breadcrumb" trail at the top of the list so that you can quickly remind yourself of what exactly was included in your search. Even better, now that you have multiple words in your search, Nexidia uses different colors in the waveform to highlight each word or phrase. There's a helpful legend on the right side that tells you which color highlights which word(s). There are also options for combining individual words into a phrase if you'd like to narrow down your search in that way for Nexidia to highlight.

Lastly, if there are certain words or phrases that you would like to always be highlighted, you can set up "persistent highlighting."

Flying Through a Word Cloud
If you're not sure where to start with your search, but would like to investigate some of the prevalent themes found in the recordings, Nexidia offers the "Word Cloud" where you can immediately see certain words and phrases as larger than others, indicating that those words are spoken much more often. This gives you a good idea of where to start digging into the recordings. You can actually tweak the Word Cloud by using the provided sliders – for example, you can make the phrase length shorter or longer to change the perspective.

When you click on a word or phrase in the Word Cloud, Nexidia will show you other "related phrases" so you can keep drilling down until you find the most interesting tidbits. You can also tell the platform to pull up a list of phrases that contain a specific word. For example, you can see how many phrases include the word "money" such as "more money," "no money," "money out," etc. which is remarkably helpful to guide your search.

Audio Playback and Adding Notes
Nexidia provides a few tools for controlling and/or altering playback of the audio file. Besides adjusting the volume, you can also control the playback speed to save some time (e.g. listen in chipmunk style). All of these controls and search capabilities work even if the audio has a lot of static or interference. It's difficult to understand the power built into this capability until you actually see it (and hear it!) in action.

If you prefer to both hear and see at the same time, you can turn on the "transcription pane" that will show you the text of the audio file as you listen to the recording.

If you hear something important or noteworthy while you're listening to the audio, you can click the "Add Note" button to type a note that then gets associated with that specific section of the audio waveform. Think of it like pasting a sticky note inside the recording that you can return to later. All user activity that takes place in Nexidia is tracked so you know exactly who created a note, played a file, tagged it, etc.

Assigning and Sharing Audio Discovery with Others
The review work can be shared by grouping a set of files into a batch and assigning that batch to a reviewer or colleague. Nexidia allows you create a custom panel of Tags that can be associated with each file. These tags can simply be for "responsive" or "privileged," but you can customize them as much as you need for a thorough review. This works in much the same way as most typical document review platforms, it's just that you're able to review, listen, and associate tags with true audio files rather than text.

You can access the Nexidia platform directly through a web browser, and the company has a plugin for Relativity so you easily publish your tags and work product directly into that review database. Relativity will retain a link directly back to the audio file in Nexidia. There are also a number of legal service providers that will offer Nexidia as an option so you should ask for that whenever possible.

Why You Should Consider Nexidia Audio Discovery ...
▸ The Nexidia platform is highly scalable and capable of supporting the largest and smallest litigation matters.
▸ Use file metadata along with phonetic searching to easily narrow results.
▸ Nexidia can easily analyze a wide variety of languages from Arabic to Russian to Tagalog.
▸ Ability to compare two sets of audio files so you can see what words were included and/or dropped from each file.

> **" Nexidia has been analyzing audio for many years, sifting through an abundance of recordings from call centers and other treasure troves. "**

Try Out Nexidia For Yourself!
You can find more information about Nexidia's legal solutions here.

NICE
nexidia

Burney consultants **LEX** tech review

www.ediscoverybuyersguide.com