

Optimism and Innovation: Fall 2024 eDiscovery Business Confidence Survey Highlights Resilience and Adaptation

ComplexDiscovery OÜ released the findings of its Fall 2024 eDiscovery Business Confidence Survey

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ComplexDiscovery OÜ has released the findings of its Fall 2024 eDiscovery Business Confidence Survey, the 36th installment of the widely respected quarterly survey. Conducted from November 12 to December 6, 2024, this survey provides an in-depth look at

the eDiscovery industry, including trends in business sentiment, revenue, profitability, and the adoption of transformative technologies such as generative artificial intelligence (GAI) and large language models (LLMs).

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*Holley Robinson, Marketing
Operations Manager at
ComplexDiscovery OÜ*

"The sustained optimism reflected in the Fall 2024 survey highlights the resilience and adaptability of the eDiscovery industry," said Holley Robinson, Marketing Operations Manager at ComplexDiscovery OÜ. "These insights provide a strong foundation for professionals and organizations to navigate challenges and capitalize on emerging opportunities."

The survey, conducted closely with and supported by the Electronic Discovery Reference Model (EDRM), reflects the combined expertise and outreach of two trusted organizations in the eDiscovery sector. Together, their efforts ensured a robust response and broad industry

representation, further enhancing the survey's value as a resource for benchmarking and



strategic planning.

With 61 participants representing a diverse array of industry sectors—including software and services providers (50.82%), law firms (21.31%), corporations (9.84%), and consultancies (8.20%)—the Fall 2024 edition captures the perspectives of leaders and professionals navigating this dynamic ecosystem.



Key Findings

Industry Sentiment and Financial Outlook

- 54% of respondents described current business conditions as “Good,” while 52% anticipate further improvement over the next six months.
- Revenue expectations are similarly optimistic, with 57% projecting increases in the coming half-year. Profit outlooks also remain positive, with 39% forecasting growth and 54% expecting stability.

Challenges: Data Complexity and Budgetary Constraints

- The increasing types and volumes of data emerged as top concerns, cited by 24.59% and 21.31% of respondents, respectively.
- Budgetary constraints (19.67%) and workforce shortages (14.75%) highlight ongoing pressures to balance innovation with fiscal responsibility.

AI Adoption Accelerates

- Nearly 40% of respondents report active integration and deployment of AI technologies such as GAI and LLMs, with another 54% in evaluation or pilot stages.
- Improved service delivery (44.26%) and competitive differentiation (26.23%) are seen as primary benefits, though results accuracy (29.51%) and regulatory compliance (19.67%) remain challenges.

"This survey reinforces the critical role of collaboration and innovation in addressing the evolving demands of eDiscovery," said Kaylee Walstad, Chief Strategy Officer of EDRM. "With insights like these, professionals can drive progress while staying focused on data governance and emerging technologies."

Geographic and Sectoral Insights

- North America remains the hub of eDiscovery activity, with 91.80% of respondents operating primarily in the U.S. However, participation from Europe, including the United Kingdom and non-UK countries (6.56%), highlights the growing relevance of eDiscovery practices in the European market.
- Legal and litigation support professionals dominate participation (63.93%), and 37.70% of respondents identify as executive leaders, emphasizing a strategic focus on the industry's future.

Learn More About the Survey Results

For those interested in exploring the detailed findings of the Fall 2024 eDiscovery Business Confidence Survey, including complete data sets and additional insights, please visit: [Fall 2024 eDiscovery Business Confidence Survey Results](#).

About the Survey

Launched in 2016, the eDiscovery Business Confidence Survey is a trusted resource for tracking industry trends. To date, the survey has engaged over 3,451 participants across 36 editions, providing actionable intelligence to support professionals and organizations in decision-making and strategic planning.

About ComplexDiscovery OÜ

ComplexDiscovery OÜ is a globally recognized digital publication specializing in cybersecurity, information governance, and eDiscovery. Based in Tallinn, Estonia, ComplexDiscovery delivers expert analyses and insights into industry trends, fostering informed decision-making for professionals worldwide. Learn more at [ComplexDiscovery.com](#).

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About EDRM

The Electronic Discovery Reference Model (EDRM) develops global frameworks and resources to improve eDiscovery, privacy, and information governance practices. Established in 2005, EDRM empowers organizations to navigate legal and technical complexities with confidence. Visit [EDRM.net](#) for more information.

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