



DISCO Desk

Delivering the perfect level of support, only when you need it

“DISCO is a best-in-class discovery platform and their team of professionals are true partners in helping us leverage technology to simplify the discovery process and remain focused on our client work.”

— Patrick Murphy, Partner

Quarles & Brady LLP

To ensure you get the help you need, when you need it, we created DISCO Desk, the most direct avenue to request support from our deep bench of experts. It lives directly in our software and enables you to keep securely working in your database instead of leaving the platform to track down an email address, submit a ticket via a separate support site, or find the right phone number. Our experts instantly have all of the context they need to start solving your ediscovery problem, so you can stay focused on your case.

While we're here to get the job done, it's more than just completing a task list. Our teams partner with clients to gain a deep understanding of the issue, so they can deliver proactive solutions and tailored guidance to drive better legal outcomes.



The DISCO services continuum

DISCO was designed so that users could complete the vast majority of administrative tasks — from loading terabytes of data to setting up large-scale reviews — on their own if they choose. But, we know litigation is full of curveballs. DISCO’s professionals can step in at a moment’s notice to meet you where you are, and our experts are ready to tackle a single task or manage the entire discovery process from start to finish.



Self-service

Are you comfortable using DISCO AI but ready to take it to the next level for a major case? Leverage DISCO Desk to enlist one of our AI consultants to make sure your workflows are truly optimized for you.



Task-based

Do you have a production that’s due in two days but your other client has a five-alarm fire that needs to be taken care of? Loop in a DISCO Project Manager to help you get the production over the finish line.



Matter-based

Did opposing counsel just drop an extra 100K documents on your lap with a seven-day deadline? Partner with DISCO Review to blaze through the data and help you surface the most relevant information to strengthen your case.



Comprehensive managed service

Whether you need full support for the biggest case that’s crossed your desk or your firm now requires additional resources, DISCO Professional Services can take care of any ediscovery task from collection through trial.

Use DISCO Desk for:



On-demand professional services

Our experts are ready to tackle a single task or manage the entire discovery process from start to finish.

- Forensic collection and preservation
- Data operations
- Custom data solutions
- Project management
- Workflow guidance and management
- Managed review services
- Consulting requests



Technical issues and troubleshooting



Product feature support and training

DISCO’s services are different

Whether you prefer to manage your own matters, engage DISCO Professional Services only when you need us, or exclusively partner with our team from start to finish, our clients tend to bill far fewer hours than traditional services providers.

0 Average monthly hours billed across all matters

8.5 Average monthly hours billed per services-engaged matter