

Case Study

eDiscovery

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Law Firm

Ricoh speeds data production and slashes costs for Beltway law firm using Relativity® and Relativity® Assisted Review

By partnering with Ricoh eDiscovery, the firm produced all relevant information for the case with speed and accuracy, at a fraction of the cost.

ABOUT THE CUSTOMER

A law firm headquartered inside the Capital Beltway in Washington, DC, had seen their fair share of complicated cases. Focusing on banking, privacy and financial services law, they have provided legal services to local, national and international clients from offices across the U.S. for nearly two decades.

A government fraud investigation into the dealings of a private company landed at the firm. The government was demanding production within a month, and the expected “small” collection quickly grew into unwieldy volumes. It was anything but business as usual, and the firm needed experts to help them cull the data with a technology-first approach and to manage the situation.

CHALLENGE

The firm had several factors working against them. They didn’t know what information their client had given them. They had received roughly 33,000 electronic documents—mostly email and attachments—but they didn’t have a way to determine relevance without reading every single document.

They were also under an extremely tight deadline. Only one attorney at the firm was in charge of culling and reviewing the data. There were no other internal resources who could be dedicated to assist him, and hiring additional contract attorneys to help with the massive project wasn’t in the budget.

CHALLENGE

- No streamlined process to review 33,000 electronic documents
- Time intensive, costly manual review process
- Less than one-month deadline
- No budget for contract attorneys

SOLUTION

- Relativity® and Relativity® Assisted Review software

RESULTS

- Original collection of 33,000 electronic documents culled down to 7,700
- Only 3,000 documents required manual review
- Production completed on time
- Savings of \$52,000 compared to traditional manual review

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The firm hired Ricoh to digitize some of its paper records in the past, but had never utilized Ricoh's eDiscovery Services. That was about to change. Ricoh, with guidance from the firm, dove into the electronic documents to determine what was relevant to the case—and substantially cull down the number of documents to a manageable amount for review.

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SOLUTION

The lead attorney on the case approached Ricoh's eDiscovery experts looking for a solution to expedite his review process. Ricoh's team began by assessing the project scope and budget parameters, and then determined the amount of time he could dedicate to reviewing relevant documents as well as what rules were needed to accurately produce the information.

Ricoh eDiscovery presented a number of solutions that had been implemented at other law firms that had also faced growing volumes of Electronically Stored Information (ESI). In the end, Relativity® and Relativity® Assisted Review was the most effective option.

By going with a robust solution like Relativity, hosted within Ricoh's Microsoft Azure™ cloud with enhanced security, the attorney could easily log in and review the ESI anywhere, anytime. And Ricoh handled all of the back-end administrative work, subjective analysis and uploaded the documents for the attorney's review.

Ricoh confidently narrowed the data down to a far more manageable batch that the attorney could review in order to meet the case deadline.

After the initial upload into Relativity, Ricoh's team indexed all of the data so it could be analyzed, searched and reviewed. Documents were also filtered based on keyword, date, file type and de-duplication.

Next, a sample batch of documents was coded as responsive or non-responsive—allowing the software to identify potentially relevant documents among the remaining data. Since the software learns as it goes, Ricoh continued to confirm or overturn the analytical decisions Relativity made in the early stages of the project. Working closely with the attorney as the subject matter expert on the case, Ricoh confidently reduced the amount of ESI to a far more manageable batch—resulting in a quicker review cycle.

In order to identify privileged information that needed to be separated for the attorney to review, Ricoh ran an extensive list of terms and phrases, and if any sensitive information was found, those documents were segregated so that Ricoh and the attorney could safely produce the remaining electronic files.

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RESULTS

By partnering with Ricoh eDiscovery, the law firm was able to produce all the relevant information with speed and accuracy—at a fraction of the cost. The firm has become much more comfortable processing and reviewing through Relativity solutions, and has managed several more assisted review projects through the Ricoh eDiscovery team.

Making mountains of data manageable

With Ricoh's support and the hosted Relativity and Relativity Assisted Review solution, the data was narrowed from the original collection of 33,000 down to 7,700 relevant documents.

Through the Ricoh eDiscovery partnership, the deadline was met and the firm saved \$52,000 in manual review costs.

In the end, the attorney only had to manually review 3,000 documents—those that were privileged, and those that couldn't be categorized as they were image-based or did not contain enough text to be indexed.

The time and cost savings for the firm was monumental. If the attorney had spent all of his time reviewing all of the initial documents provided, it would have taken him approximately four months and cost the firm about \$68,000 in billable time. Through the Ricoh eDiscovery partnership, he met the deadline and saved \$52,000 in manual review costs.



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