

Integrated Discovery Services is Key to Solving Complex Project Under a Tight Deadline

BACKGROUND

Xact Data Discovery's client is an \$11 billion apparel and footwear company with a diverse, international portfolio of brands and products. One prominent client-owned brand was involved in an intellectual property case relating to its line of snowboarding helmets. The matter required the processing, hosting and review of a large amount of email and unstructured data within a relatively tight time frame. The client selected Xact Data Discovery to provide the necessary discovery services because of Xact's ability to streamline and expedite the process using its integrated processing, hosting and managed review service offerings, and Xact's ability to offer 24/7 support.

CHALLENGES

The client faced a looming production deadline, having just over one week to complete the entire review process of more than 22,000 documents. Because the case team needed the review team up and running quickly, the review process began while the responsiveness and privilege protocols were still evolving. Also, the review team's early review of the data revealed multiple additional responsive and potentially privileged search terms, as well as a wide array of potentially responsive foreign language documents. Due to all of these factors, the Xact team was faced with a relatively complex first level review, with an evolving protocol, requiring multiple rounds of review in a short period of time.

SOLUTIONS & RESULTS

Xact's managed review team was able to streamline the process by implementing a targeted search strategy to remove foreign language documents from the first level review and funnel the potentially privileged documents to batches for priority review. Using this strategy, the review team was able to complete the first level review of

potentially privileged documents in less than two days, and the entire first level review in just three days, almost a week ahead of schedule.

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To ensure completion of the quality control (QC) process before the review deadline, and to guarantee that QC feedback could be conveyed to reviewers in time to inform their ongoing work during the expedited first level review process, the Xact managed review team began its QC review simultaneously with the first level review. This enabled the project manager to provide immediate additional training and feedback to individual reviewers as issues arose and to quickly address any review issues that affected the whole team in order to minimize the need for re-review.

By expediting the QC process and expanding the QC review team, the Xact managed review team was able to complete the QC review less than one day after the first level review was completed.

This streamlined process also enabled the project manager to quickly identify and enlist top performing reviewers to help with the QC review process, which became necessary because the first level review team was able to get through the 22,000 documents much more quickly than anticipated. By expediting the QC process and expanding the QC review team, the Xact managed review team was able to complete

An Xact Data Discovery Success Story

the QC review less than one day after the first level review was completed. This efficiency gave the client and its outside counsel twice as much time as they expected to have to review the responsive data prior to the production deadline and allowed them to get a head start on the privilege review and privilege logging process.

SUMMARY

These kinds of challenges are not uncommon during reviews, but having a vendor partner who is able to swiftly adjust to streamline the process by leveraging its integrated processing, hosting support, managed review and production teams is critical to successfully navigating an e-discovery review. The value of these built-in efficiencies is heightened when faced with tight deadlines as the client was in this matter.

The ability of the Xact managed review team to quickly adapt to the evolving review protocol and to the expeditious work of the first level review team enabled the client to meet its tight production deadline, while still ensuring a thorough and reliable QC process and a high quality, defensible deliverable. Using a separate vendor for hosting, managed review and contract attorney staffing adds multiple levels of communication to the review process that can slow things down immensely. By offering all of these services as part of an integrated e-discovery workflow, Xact Data Discovery provides clients the highest level of service, the highest quality product and an unparalleled efficiency leading to significant time and cost savings.



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