

Fortune 500 Products Manufacturer Increases Quality and Efficiency of Document Reviews while Reducing Costs

When a US-based, global manufacturing company was faced with multiple litigations involving alleged groundwater contamination, Integreon was able to deliver a dedicated, experienced, and scalable litigation services team from its global delivery centers in Austin, Charlotte, New York City, Mumbai, and Noida. Integreon provided the client with an efficient workflow to centralize and accurately review documents as well as assist counsel with litigation fact development and deposition preparation – all while delivering defensible productions to plaintiffs amid increasing volumes.

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Challenge

Growing Volumes of Documents and Big Data



With multiple, concurrent lawsuits in process across the country, outside counsel was left with no choice but to focus heavily on the litigation strategy with little time left to devote to establishing efficient document reviews, protocols, or workflows. Adding to the highly complex nature of the chemistry involved and other scientific subject matter, foreign languages were also present in the documentation and certain documents were subject to export control. In order to control costs in a high-volume litigation environment, the company typically conducted many of its reviews at offshore locations. However, export-controlled document reviews in a high-volume environment made quality, pace and cost controls difficult.

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Solution

Centralized, Expert-Driven Reviews, Fact Development and Deposition Preparation



The company turned to Integreon to centralize the management of document review and related services such as fact development and deposition preparation and to provide the quality and expertise necessary to process high volumes of complex subject matter documented in a range of languages. Integreon also reviewed opposing party and third-party productions and performed other non-standard work on behalf of the client's legal team.

Integreon began with a team of reviewers in New York City – where it has resources fluent in Flemish, Dutch, Swedish, Polish, Czech, Norwegian, Greek, Finnish, French, Italian, Portuguese, German, Hebrew, Japanese, Russian, Spanish, Thai and Turkish – to handle a case requiring foreign language document review. Given the high volume of documents in English in a related matter, Integreon bifurcated the workflow and the non-export-controlled documents were reviewed by an offshore team in India, which provided the client with additional cost savings. The export-controlled documents were reviewed in near shore low cost centers – Austin and Charlotte. Shortly thereafter, for subsequent matters, Integreon centralized the core team in Austin, now with experience and a knowledge base acquired over the course of multiple related matters. The work performed by that core Austin team quickly expanded Integreon's scope of work from document reviews to other litigation services for multiple cases, sometimes taking place simultaneously.

To help the company meet its growing needs, Integreon provided the following:



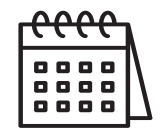
A team of 200 reviewers at its peak



Team members with knowledge and experience from prior matters



Capability to review two million-plus documents of high complexity from a single matter over the course of about four months



Weekly production releases

Over time, Integreon was able to streamline the document review protocol for maximum efficiency and accuracy. Issue codes were simplified while workflows for document review, fact development, and deposition preparation were segregated to ensure deadline prioritization and improved productivity. The more consistent review process enabled new outside counsel to oversee litigations and train the review team on other related matters.

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Result

Higher Quality and Better Cost Control



Each matter relating to this environmental litigation Integreon took on for the client afforded more opportunities to increase quality and efficiencies by extending and applying its historic and continually growing knowledge base and experience to additional cases – while also repurposing, improving, and refining its review processes and workflows. Furthermore, Integreon's ability to scale managed document reviews to meet volume demands enabled it to offer alternative fee arrangements and other innovative pricing models that help the client achieve additional cost savings.

Integreon continues to provide document review and related services, while also exploring and recommending new ways to improve the client's workflow efficiency, as well as increase collaboration with outside counsel to help drive more efficiency, continuity and cost management.

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