

reveal[™]

POWERED BY



Borderless eDiscovery

CASE STUDY

Sometimes an unusual client situation requires out-of-the-box thinking. In this case, we were able to accommodate the needs of an international client with manufacturing plants (and eDiscovery needs) in South Korea. Reveal quickly delivered an on-site instance with a new, Korean user interface, and did it within two weeks of the initial request. The solution enabled BIA to remotely manage the on-location processing, searching, filtering, review and production of the data in accordance with local data privacy laws. The entire project was completed under budget and before the deadline.

End Results

241 GB

total file size for two Korean matters managed by BIA

474,017

total number of documents processed in the two matters

2 weeks

length of time to deliver a fully translated Korean interface to the client

Reveal's user interface is now available in a number of languages including English, Spanish, Korean, Japanese, Chinese, French and German



Have eDiscovery, Will Travel – Flexible eDiscovery That Crosses Borders

Situation

An international corporation with diversified offerings, including paints, coatings, glass and specialty materials, works with companies around the world and operates in more than 70 countries, including South Korea.

When faced with a pre-litigation internal investigation in South Korea, the company needed the ability to gather, analyze and review data related to the matter. South Korea's privacy laws stipulate that certain kinds of data cannot leave the country and must remain under South Korean oversight and control. ***This made conventional cloud-based methods of discovery impossible.***

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Solution

BIA recommended the Reveal eDiscovery platform for this situation because of its flexibility, scalability and ability to launch a standalone instance that can be rapidly set up nearly anywhere in the world. The platform is available in the cloud (SaaS) or can be installed on-site, depending on the client's needs, which made it ideally suited for a situation where the eDiscovery process had to take place within the client's

offices. ***BIA responded quickly to this need by installing Reveal on the corporation's servers in South Korea, behind its firewall and within 48 hours of the request.*** This arrangement allowed the client to comply with local privacy laws and customs.

However, as BIA's team began to work with the client's South Korean IT department to start the eDiscovery process, it soon became apparent that Reveal's English user interface presented a challenge for native-speaking Koreans

with limited English skills. **Reveal quickly addressed the situation by fast-tracking a new Korean interface**, a job that required pulling every piece of user-interfacing English text in the Reveal platform, translating each one, then placing the new Korean text back into the interface. Working in partnership with a translation company, **the translation of the UI was accomplished within two weeks – including testing and validation.**

The South Korean IT department then gathered company data under the guidance of BIA and outside counsel, ensuring that the process was forensically and legally defensible. The collected data was loaded into the Reveal platform on the client's server, where it was converted to a standard format, indexed and deduplicated. Then, with restricted administrative rights, BIA handled the filtering and searching. Next, under counsel's guidance, BIA tagged and redacted the documents using a specialized team of reviewers who were fluent in Korean, understood terminology and jargon specific to the industry, and had expertise in international law. **Our hands-on foreign language document review process provided our client with a highly accurate set of relevant documents from which to conduct its own deeper analysis and investigation.**

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Once BIA's work was complete, we removed our software from the company's servers, leaving no trace of its presence, in compliance with South Korea's data privacy guidelines.

Conclusion

Using Reveal's powerful, versatile and cost-effective technology, combined with BIA's expertise and experience in international matters, we overcame the challenge of running an eDiscovery platform from behind a firewall in a foreign country, keeping the client's data protected at all times – and did so at an extremely competitive cost. The additional challenge of the platform's language barrier was addressed through a focused and efficient effort by Reveal, greatly increasing the client's ease of use and keeping the project on schedule. For BIA, the ultimate sign of success is that this client has continued to hire us for other, similar projects where corporate and personal data need to be managed in the country of its origin.

BIA'S MISSION, VISION AND GUIDING PRINCIPLES

Mission:

We strive to exceed our clients' expectations; to never stop learning and innovating; and to keep our guiding principles central to everything we do.

Vision:

To solve even the most complex eDiscovery needs with an unrivaled blend of outstanding customer service, talented professionals, innovative technologies and superior workflows.

Guiding Principles:

- Service Excellence – Clients are our #1 priority.
- Client Protection – Defensibility and security are in our DNA.
- Team Collaboration – We build truly effective teams.
- Transformative Solutions – We create order from chaos.
- Industry Leadership – We lead by example.
- Continuous Education – We understand the importance of education.

