



## CASE STUDY

# Speedy eDiscovery in a Pinch – Beating Deadlines and Saving Money

Despite the popular saying, sometimes services and solutions can be fast, good and cheap! See how BIA collected, processed, analyzed, culled and produced nearly a terabyte of email data in only three business days.

## Situation

An international technology company involved in an ongoing, high-stakes patent dispute suddenly found themselves with nearly a terabyte of email data from a multitude of Outlook PST files that needed to be collected, fully processed and searched to provide the court with a 'hit count' of potentially responsive documents. The call came in on Thursday afternoon and **the report to the court was due the following Wednesday.**

The associate, fairly new to the organization, remembered BIA from her time at a major international firm and called us to step into the ongoing case when others couldn't meet the deadline. **We delivered the final report on Monday.**

## How We Did It

### *A combination of our people, our processes & our technology*

#### People

BIA immediately took ownership of the client's situation and made it a top priority, using a variety of resources and pulling out all the stops to meet the client's court-imposed deadline. What's more, we gave the client hourly updates, providing peace of mind that the task would be completed on time.

Within minutes of being retained, we deployed our TotalDiscovery solution to begin the remote collection and simultaneous processing and indexing of the data. At the same time, to further expedite the process, our expert team worked with our client's legal team to map out a complex analysis process that allowed us to cull the data on a rolling basis after the initial collection, processing and indexing steps. Our multi-front, rolling approach – and the immediately deployable nature of our TotalDiscovery solution – makes the difference in such rush situations and enables the team to meet incredibly tight deadlines.

BIA's number one guiding principle is "Service Excellence." Put simply, we're dedicated to meeting our clients' needs – whatever it takes: meeting tight deadlines, making extraordinary efforts, putting in late nights and working long weekends. From a dedicated project manager to a deep bench of experts using cutting-edge technologies, we take every step possible to ensure that our clients' cases are handled competently, efficiently and quickly.

#### Processes

There's no doubt our client felt rising pressure under this tight deadline, which is why they turned to us to create order out of chaos. They needed a "Transformative Solution," which is a BIA specialty.

Providing Transformative Solutions is another of our guiding principles. To deliver these kinds of results, we have fine-tuned each of our processes – including data collection, filtering, search, review, production and more – to ensure that our people and our technology function at the peak of efficiency and accuracy.

We start with a kick-off meeting that brings together our client, legal counsel and people from various divisions and backgrounds within our company. Together, our expert advisors ensure that we can meet any case needs or requirements and make sure the entire discovery process is handled correctly and defensibly. From there, we tailor our time-tested superior workflows to the project. And we make

#### TIMELINE

##### Thursday afternoon:

- Received initial request and given a four business day deadline for completion
- Data collections initiated within 90 minutes of kick-off call
- Data processed in real time as it was collected
- Attorneys and BIA experts able to analyze data even as it was being collected to start developing and perfecting culling strategies
- Created and provided a review site where client and counsel could further interact with the culled data and see the results of our searching and other analysis and reporting in real time
- Collections finished within 6 hours, all processing shortly thereafter

##### Friday:

- Continued processing nearly a terabyte of data
- Created 240 complex searches to run on data
- Filtered, tested and analyzed data
- Provided consultation to the client

##### Saturday:

- Data processing for 2.7 million records complete
- After filtering, loaded 30 GB of data (115,000 documents) into the review tool
- Began running first set of search terms

##### Sunday:

- Data searches run
- Search term reporting provided to client

##### Monday:

- Completed the project and delivered detailed reporting, isolating just under 42,000 documents for external review – two days ahead of schedule
- Client had time to work with the data and respond to the court by the Wednesday deadline

all that happen as expeditiously as possible, which is why we were able to jumpstart this case and make significant progress so quickly.

We also constantly strive to exceed our clients' expectations, which is a key part of BIA's mission. Here, not only did we provide our client with results before the already tight deadline, but we also saved them a substantial amount of money on processing by offering them special flat-rate pricing and no rush fees.

## Technology

Using the state-of-the-art data collection, processing and analysis platform TotalDiscovery, we collected emails from a number of custodians – and, thanks to our technology and secure cloud storage, we began collecting this data within 90 minutes of receiving the very first phone call from our client. By the end of the collection, the data totaled nearly a terabyte, consisting of millions of emails and attachments.

Our commitment to deploying Transformative Solutions enabled us to collect and simultaneously process and analyze the incoming data faster and more efficiently than any other solution could even attempt. Because our technology could target and collect the specific data needed, and then process, analyze, filter and even start to deliver that data for review in an unending stream as other data was still being collected, we were able to have all the data ready for final analysis in just two days.

Working at such lightning speed while still maintaining accuracy, within 36 hours of taking the job, we had collected and ingested the raw data, processed it, moved it into an online review platform and started running the 240 complex searches and analysis we had created earlier.

After analysis and filtering, we were able to help the client quickly zero in on the responsive documents, ultimately achieving a 98% reduction in the data that needed to be reviewed.

In the end, we not only exceeded our client's expectations and met the incredible deadline requirements, but we also saved them an incredible amount of money, all while ensuring that the entire process was rock solid in its defensibility.

In short, this case was the epitome of BIA's Vision Statement: ***To solve even the most complex eDiscovery needs with an unrivaled blend of outstanding customer service, talented professionals, innovative technologies and superior workflows.***

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## Conclusions & Lessons Learned

First and foremost, our client learned that, with the right people, technology and workflows, even the seemingly impossible tasks can be accomplished. And while it took a herculean effort on everyone's part, all of the client's obligations were met without exception.

Once the dust settled, we then worked with our new client on a post-process analysis, helping them to understand ways to avoid these issues in the future. From a better legal hold process that would help eliminate useless data from being preserved, to recommendations around data retention and destruction policies and practices that would



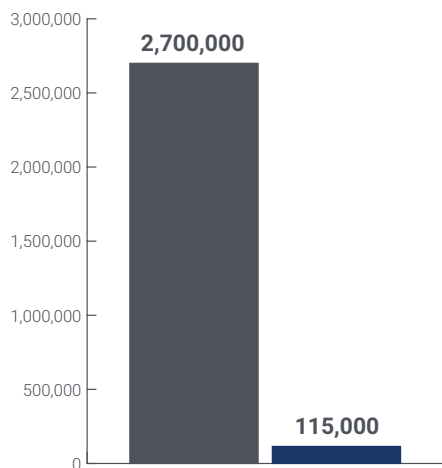
have helped control the amounts of data that had been retained in the first place, we helped our client understand ways to avoid repeating this event in the future as well.

## End Result

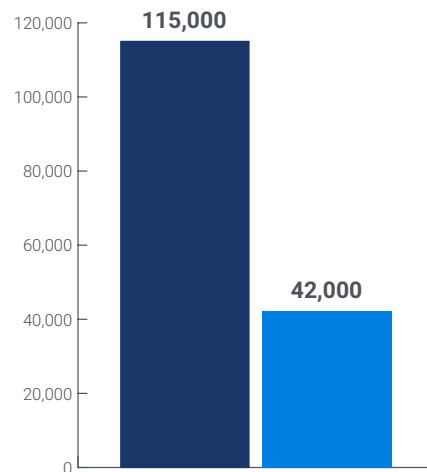
- ~1TB, or **2.7 million documents**, collected and processed
- **42,000 documents** identified as potentially responsive
- **98% decrease** in data
- **Over \$50,000 saved** between collection, processing and reporting costs
- Entire process done **from Thursday to Monday**
- Our **client met a very important deadline** they were “sure” they were “going to miss”

Through the right combination of people, processes and technology, BIA was able to complete the task and provide materials to the client before the deadline.

**Size of entire corpus (2.7 million)  
vs. data after processing (115,000)**



**Size of processed data (115,000)  
vs. data after searching (42,000)**



### 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.

