



## CASE STUDY

# Taming the Data Beast

With 20,000 gigabytes of data, 450 active matters, 60 active review databases and no protocol or workflow for data collection, this construction company had a data beast on its hands. BIA helped the company create standardized processes and workflows that allowed it to regain control of its data, saving it millions of dollars annually.

### Situation

A multinational construction company had thousands of gigabytes of data scattered across different outside counsels and eDiscovery vendors around the globe. Not only was this inefficient and difficult to manage, it also put the company – and its data – at major risk. Then, a new general counsel with experience taming data beasts asked BIA to step in. Working together, **we created a corporate eDiscovery task force, centralized all eDiscovery repositories, redefined workflow and helped them introduce standardized processes and systems to regain control of their data. In short, we banished the data beast forever.**

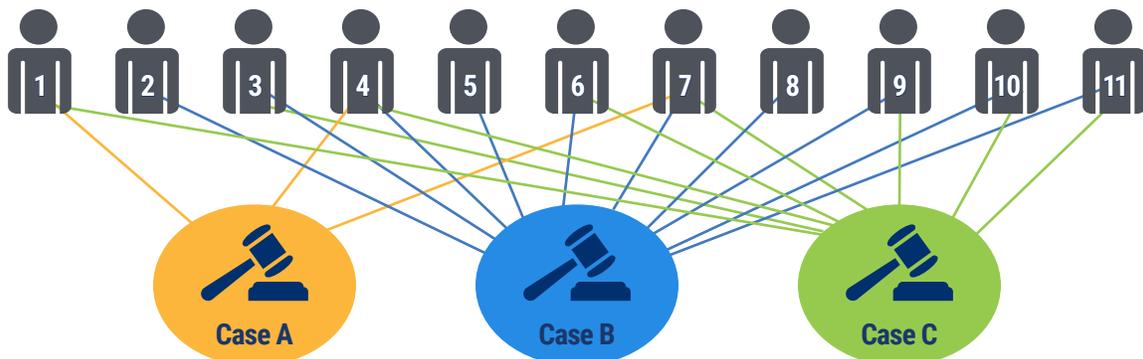
## A Common Problem

It's not uncommon for corporations of this size to be involved in litigation rather frequently, and each case can require data from multiple custodians located across the globe. That was certainly true for this company, whose predicament was further complicated by the fact that it had acquired multiple organizations as well as specific departments of other organizations. It was juggling over a dozen subsidiaries, various subcontractors, partnering contractors and other third parties. The result was a mishmash of processes, platforms and duplication of efforts—a 'too many cooks' situation, to say the least.

Because the organization didn't have a set protocol or workflow for data collection, it was collecting the same data from repeat custodians over and over for every legal and investigative matter, causing interruptions, inefficiencies and high costs. That duplicative data was going to multiple law firms and their third-party eDiscovery vendors.

### Here is an example of how the company worked, using three cases over a 6-month span:

**Case A** required data from 3 custodians. That data was collected and sent to the applicable law firm and its eDiscovery vendor. Then, **Case B** required data from 10 custodians. This case was handled by a different law firm, so the attorneys oversaw a data collection from those 10 custodians. That collection was sent to the corresponding firm and vendor – but 2 of the custodians were also in Case A. **Case C** was handled by yet another law firm. This case involved the 3 custodians from Case A and 5 from Case B, but guess what? The law firm collected data from each individual *all over again*. Not only was the same data in multiple places – leaving it outside of the company's control and internal security measures – but different people were coding those documents for privilege and following different protocols for the eDiscovery process, so there was risk from multiple directions.



## DATA, DATA EVERYWHERE

When we started working with this client, it had:

**115,000** employees

**450** active matters

**13,700** custodians

**0** automated legal hold solutions

**1,000+** subcontractors (many with relevant data to collect)

**60** active review databases

**20,000+** gigabytes of data

**20+** in-house counsel

**65+** outside counsel

**12+** subsidiaries

**20,000+** backup tapes in storage

**0** eDiscovery management processes

***That equals a very large data beast!***

This duplication of collection and review was happening over 450+ active matters, with data from 13,700 active custodians, many across multiple matters.

The company's data problem was further magnified because it didn't have a sound legal hold process to preserve all potentially relevant data for anticipated litigation. Instead, due to lack of data mapping, or an understanding of what data was stored where, the company was keeping everything. Its overall legal hold strategy was "delete nothing," which can cause multiple problems. For example, it was storing tens of thousands of backup tapes (many inherited from its M&A activities over the course of 15 years) with no game plan for how to reduce them.

As a result of this unorganized approach to data collections and management, the company did not know what data it had, where it was located, who had access to it or how it was being handled. It had lost control of its data, opening the company up to escalated costs and additional risks, such as having any and all of it collected for litigation, increased security issues, spoliation and sanctions, to name a few.

## Taking Back Control

So, what was the **solution**? The company came to BIA to help it create standardized processes and workflows that allowed it to regain control of its data.

One of our guiding principles is to create order from chaos using **Transformative Solutions**, and that's exactly what we did by providing the perfect blend of technology, processes and people.

We introduced the client to [TotalDiscovery](#), a highly secure, legally defensible cloud solution for legal holds, preservation and discovery. BIA's trained experts helped our client incorporate proven processes, empowering the corporation to choose what data to collect, hold, process and more.

Using TotalDiscovery, we were able to:

- Improve data security
- Track and monitor data activity
- Recycle work product
- Eliminate the need for repeat collections
- Properly dispose of data
- Allow our client to regain control over data

The organization can now see who has access to what data and make informed decisions about case strategy and potential future legal costs. Now, all of this information is stored in one, easy-to-access place, giving the company's eDiscovery team the insight needed to fully control its data.

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### That has dramatically changed the company and how it handles legal matters. Now it:

- Has a team and process in place to perform all legal holds, data collections and initial culling
- Hosts all data requiring review in one place with BIA, giving its team a level of data management and ability to re-use data that wasn't possible before
- Has complete control over and visibility into attorney review rates, metrics and other critical information that it didn't have previously



- **Is able to effectively manage, track and delete data as needed according to its newly-established corporate retention policies**
- **No longer has rogue databases being held by outside counsel**

It's important to note that the custodians' data only needs to be collected **once**. It's all available to be used in different cases as needed, and if a custodian creates new data that needs to be collected, only that new data will be acquired.

With these new processes and protocols now written down, our client has a standardized approach to use on all matters, which streamlines its case start-up and workflow. This is part of the [eDiscovery Best Practices Guide](#) that BIA helps companies create and implement. Tailored to fit the needs of a corporation or law firm, the guide helps organizations establish clear, standardized workflows and protocols and ensure that all eDiscovery requirements are met, all while providing consistent results and lowering costs.

Another of our guiding principles is that we provide superior **Client Protection**. Defensibility and security are at the core of every decision we make. In this case, by introducing standardized workflows for data collection and by keeping all the data in one place where it is encrypted, we have significantly reduced the risk of the company's data being accessed by unauthorized users and used maliciously.

With these standard procedures in place, the client now has a predictable cost model for handling and collecting data. Instead of relying on **reactive** processes when litigation or investigations arise, it now follows a **proactive** approach that reduces risk, stress and inefficiency.

## End Result

- **Over \$2.5 million saved** in data processing and hosting costs alone in a three-year period
- Expected **savings of additional millions of dollars annually** by leveraging BIA's managed review services and advanced analytics
- Consolidated data that was stored in hundreds of places **is now stored in just one place** where it's all AES 256-bit encrypted
- **Vastly improved efficiencies** thanks to new processes and technology and by working with just one eDiscovery vendor

### 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.

