

Case Study

Construction Defects, Delays, and Derailments:

How Managed Document Review Experts Met a Rush Production Deadline for a \$2B Mass Transit Project

Situation

One city's two-billion-dollar light rail project got even more pricey when plagued by construction defects, weather-related malfunctions, multiple derailments, years of delays, damage claims, and eventually a government investigation. BIA was enlisted to review roughly 200,000 documents for a rush production. We had less than two weeks to review and produce everything (no rolling productions) and there was no wiggle room in the deadline.

Challenge

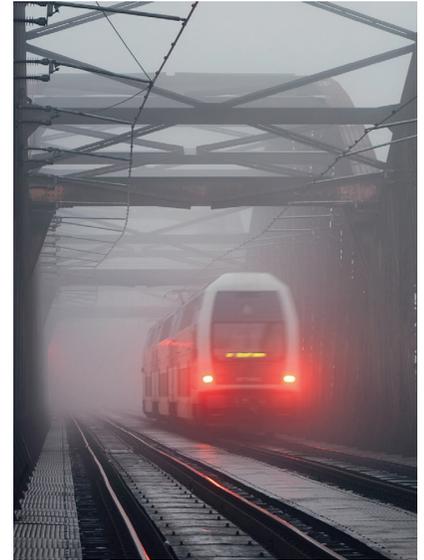
The project included all the elements of a typical eDiscovery project, including data identification, collection, and processing. Comprehensive analysis and searching had to be done on the million-plus documents originally collected, to cull down to the 200,000 reviewable set.

Next came the technology assisted review process, quality control, privilege review, privilege log and productions. The challenge was the compressed timeline: the review had to be completed in two weeks and, unlike the decade-long saga that triggered the investigation in the first place, this deadline was not delayable.

Nor was the production deadline merely a start day for rolling productions; rather, all productions – and the privilege log – had to be completed within that two-week period.

Solution

BIA utilized every aspect of our most advanced technologies, expert teams, and innovative workflows to deliver a high-quality product to our client under this extremely tight deadline. To get the technology assisted review process started off on the best footing possible, we began by tapping a senior subject matter expert already very familiar with the matter to create the most effective sample set possible.



1.2TB: volume of data pre-processing

200,000: # of docs in reviewable set

13: days to complete review and production

1: # of days passed before starting QC

6: # of attorneys on the project

98%: recall rate

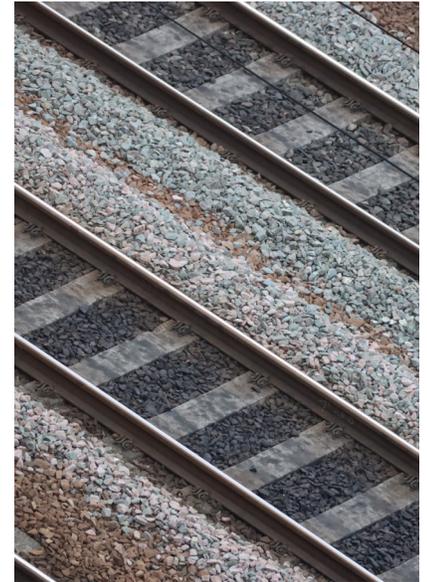
Our goal was to establish the richness and agreed-to recall targets as quickly and defensibly as possible prior to locking down and finalizing the productions. Using this approach, we swiftly established a recall of well over 80% - much higher than the target metric that had been set as the base for this matter (more on that below).

We started QC the very first day so that we could give feedback by the beginning of Day 2. That is earlier than normal, but we had such a compressed timeframe that we had to make sure our reviewers were on the right track to help quickly and correctly drive the review decisions and associated analytics. By Day 4, we were using analytics exclusively for a much more focused QC workflow.

At the very end, we used targeted searching and other analytics to test the proposed production and the documents that would not be produced, along with elusion testing, to make sure the production was correct. The rush element meant that, at any given time, multiple operations had to be running parallel to and seamlessly with each other. BIA's powerful combination of advanced analytics wielded with incredible skill by our senior analytics experts made that possible.

Result

By combining analytics with BIA's refined machine-learning protocols and workflows, we completed the review and delivered the production in 13 days (not just on time, but a day early!), using only 6 attorneys. (Bonus: We also achieved a 98% recall, which is significantly above the target here, and well beyond accepted industry standard targets.) The project also came in on budget, saving the client hundreds of thousands of dollars that they would have spent on a standard law firm review.



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