

Case Studies in E-Discovery Best Practices: Gaining Clarity, Strategic Advantage and Cost Savings

SuperiorGlacier

SuperiorGlacier specializes in helping clients find the most efficient and cost-effective solutions to their litigation support challenges. Because we know there is no “one size fits all” tool for every case and client, we offer a variety of platforms and processes—along with the impartial guidance to choose the right combination for each client’s unique needs. We lead to superior solutions and results in litigation support by:

- Advocating for our clients, not for specific technologies.
- Providing a proven track record of expert guidance in weighing the benefits of the best options available.
- Staying on top of the industry on behalf of our clients—researching new technologies, testing new tools and adding to the roster of best-of-breed solutions we offer.
- Getting results more efficiently, and keeping overall expenditures within budget.
- Bringing more than 32 years of experience and insight to our full-service litigation support.

Our proven project management expertise allows us to step in and extend the litigation support capabilities of the law firms and corporate legal departments we serve whenever and wherever we’re needed. Many clients look to us for early case assessment that puts the ideal processes and technology on their side right from the start.

Case Study

No. 1

Speeding Early Risk Assessment and Analysis for a Leading Financial Institution

With a high-stakes investigation looming and the clock ticking, SuperiorGlacier helped our client choose and implement an innovative new e-discovery solution that made possible a fast, thorough assessment of a large, complex case.

The Challenge: So Much Data, So Little Time

In the process of preparing for an anticipated regulatory investigation, a major U.S. financial institution engaged an NLJ 250 law firm to conduct an early assessment of its potential risk and exposure.

A small team of members from the client and the law firm was tasked to identify the potential participants and internal processes related to a product they had created. The goal: to determine their potential liabilities—and to complete this comprehensive review within just 60 days.

The client approached SuperiorGlacier with 500 GB of compressed data to be processed and reviewed. More than 30 employees had been identified as participants in creating the product in question, and the client had collected a full range of electronically stored information (ESI) related to them—including all personal and business email for a specified period of time, along with loose files and data shared on corporate networks. The files included various versions of Lotus Notes®, Microsoft® Outlook, Microsoft Outlook Express and other standard file types, as well as non-

standard and proprietary file types. When SuperiorGlacier indexed the collection, it expanded to nearly a full terabyte containing more than 2 million documents.

In order to complete a rapid review of this voluminous information, the team needed an efficient way to cull down the document set, eliminate duplicates and near duplicates, and extract only relevant documents.

With time of the essence, we were concerned that traditional methods, such as processing and de-duping the collected ESI natively and conducting a standard serial review, would not accomplish the goal within our client’s timeframe. Based on our extensive experience with cases of similar size and complexity, we knew that traditional e-discovery tool sets would likely be both too simplistic and time-consuming to meet the client’s urgent goals for accurately assessing liabilities within such a tight deadline.

We proceeded to find a new solution and new methods to overcome the project’s three major hurdles—the size of the data set, the complexity of the amassed files, and the short timeframe.

The Solution: Hosted E-Discovery with Clearwell

Based on the client’s requirements, SuperiorGlacier presented two options to the customer. The first was the traditional approach. The second relied on a brand new technology—one that hadn’t yet been released—that would dramatically reduce review time and costs.

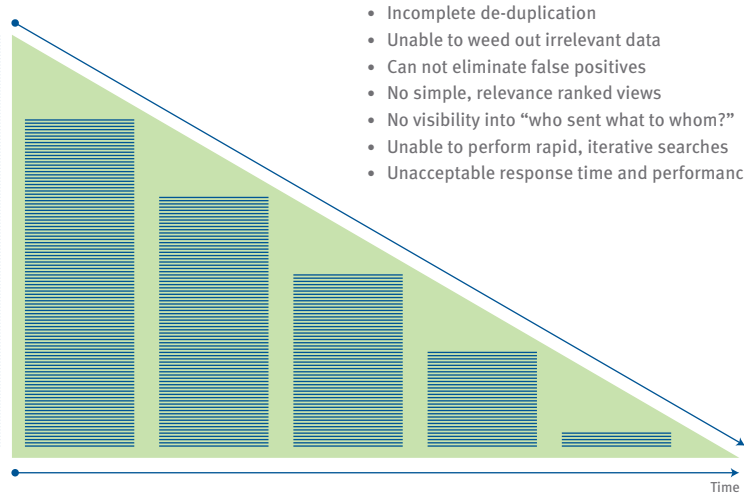
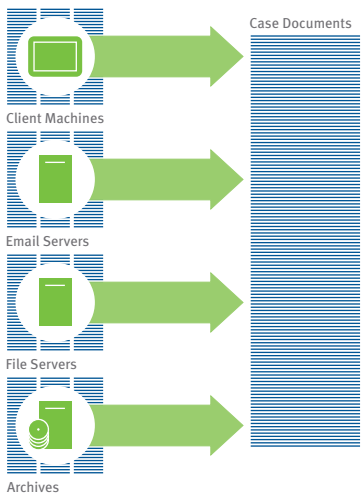
In our ongoing process of surveying the industry for new solutions, we sourced an innovative new e-discovery solution that met our client’s needs for early case assessment of this size and pace. The Clearwell E-Discovery Platform is designed to automate the processing, analysis, and review

of ESI in a rapid, user-friendly and cost-efficient way. The solution is an advanced e-discovery technology that can process hundreds of GBs a day and analyze more than 400 document types, including Lotus Notes email, in 16 languages.

When we presented both options to the law firm and its client, Clearwell’s unique capabilities quickly rose to the top. SuperiorGlacier delivered an exceptional solution for a challenging project—at a proposed price well below industry norms for traditional processing, analysis, and review.

The Old Way: Inefficient Cull-Down and Early Case Analysis

Collect and Preserve

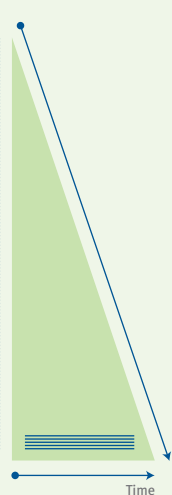
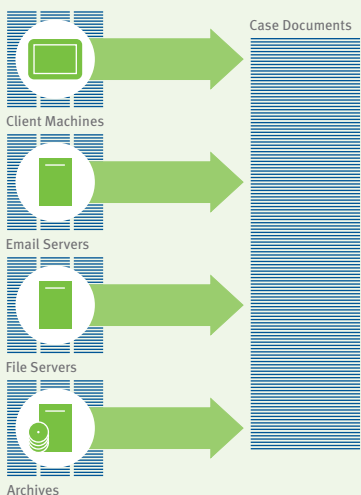


Weaknesses

- Incomplete de-duplication
- Unable to weed out irrelevant data
- Can not eliminate false positives
- No simple, relevance ranked views
- No visibility into “who sent what to whom?”
- Unable to perform rapid, iterative searches
- Unacceptable response time and performance

The Better Way: The Clearwell Value

Collect and Preserve



Strengths

- **Early Case Analysis:** Delivers immediate visibility into case facts
- **Costs Savings:** Lowers processing and review costs by up to 90%
- **Speed, No Waiting:** What used to take months, now takes a few hours
- **No Guessing:** Eliminate delays and uncertainty
- **Risk Reduction:** Settle cases faster based and with more accuracy
- **Beyond Keyword:** Advanced analysis by threads, terms, domains and more
- **Competitive Advantage:** Across all areas of litigation
- **Increase Case Volume:** Over time based on time savings

The SuperiorGlacier Difference: The Right Solutions and Support on Every Case

Within a week of choosing Clearwell's e-discovery solution, SuperiorGlacier's expert project managers implemented the project. The application was installed, the data was loaded, and the law firm's review team was trained and already reviewing the data.

The data collection resulted in two drives—one using Legato® and the other Guidance enCase®. SuperiorGlacier assured the security of the client's forensically collected data, which was crawled and indexed by the dedicated Clearwell server at SuperiorGlacier's site. The Clearwell software indexed the data at rates reaching 9 GBs per hour. The client's review team accessed the data remotely through a secure Internet connection, receiving high-speed responses to queries.

The review team relied on SuperiorGlacier's years of experience in routine litigation support to craft productive searches that achieved the specific results they needed. Working closely with the team, we ran the initial search terms and quickly found relevant documents for review. With this jump-start, the team could assess the data and get a handle on what they needed to find.

Clearwell's unique features were crucial in speeding the review and analysis:

- Clearwell automatically eliminated duplicates and near-duplicates to quickly cull down the data to a manageable level for review.
- Reviewers culled the entire case dataset by domain classification to eliminate irrelevant documents.
- Clearwell linked relevant emails into Discussion Threads, enabling reviewers to review key discussions in context and determine which custodians knew what, and when.
- The HTML preview capability enabled the team to significantly speed up viewing documents in the client's proprietary applications, saving substantial time and money.
- Attachments were automatically processed and searched like any other document; users could view them in their native format or in the quick HTML preview.
- The solution required almost no training, since the Clearwell interface is user-friendly and easy to learn.

The Results: A Head Start, the Smartest Strategy—and Lower Costs

Attorneys at the law firm were extremely happy with the results that SuperiorGlacier achieved—at a substantial cost savings. By partnering with Clearwell and applying our expert project management, we provided an end-to-end e-discovery solution that helped the client and the law firm to get ahead of the curve by:

- Gaining almost immediate visibility into only the relevant documents.
- Assessing their potential exposure and get a head start on planning their legal strategy.
- Making strategic decisions regarding responsive ESI within tight deadlines.

As the early case assessment neared completion, the small team of attorneys working on the case had reduced the initial data set from nearly a terabyte of data to 10 gigabytes—an exceptional reduction that illustrates the power of the solution. And during the initial review, the team identified a number of additional custodians to include in the investigation. Without clear visibility into the entire data set, this may not have been possible—certainly not within the initial timeframe so crucial to the client.

Clearly Superior

With a project of this urgency, size and complexity, our clients knew they needed a vendor they could count on with years of in-depth experience in project management consulting. They turned to SuperiorGlacier for our demonstrated problem-solving abilities and proactive technical expertise in helping clients organize their internal resources:

- Comprehensive training and support.
- Expert data manipulation.
- Deep and wide experience in developing strategies for setting up the case
- Efficient management of a wide variety of ESI presentations, including complex, voluminous data sets.

About SuperiorGlacier

SuperiorGlacier delivers high-value document management solutions to the legal community. With processes honed over 32 years, SuperiorGlacier's customers receive the most cost-effective and efficient delivery of technically-advanced, results-driven litigation support services.

Complete Review Platforms

IConnect NXT
Concordance FYI
Inference Data

Early Review and Culling Platforms

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