

Controlling eDiscovery Costs

LEX eDiscovery Case Study :: www.lexondemand.com :: 866 LEX 2LEX

LEX on Demand Uses Business Intelligence to Help Fortune 500 Company Manage eDiscovery Costs.

Case Overview

A Fortune 500 Client asked LEX to process over 1TB of data collected from 66 custodians for internal review in both digital and paper formats. The Client was concerned that while the data volume was large, the Case eDiscovery budget was limited because of the potential value of the case.

The LEX eDiscovery team designed a workflow around the clients timeline and review requirements. The Team applied Business Intelligence and Transparent Reporting to provide the Client with real-time tracking of not only production progress but also statistics on culling, deduplication and keyword searching and, most importantly for this project, cost-to-date

and projected project cost.

As the project progressed, it became apparent from LEX's Custodian Cost Reporting that projected processing costs were going to dramatically outpace the client's budget.

From LEX's Production Reports, the Client was able to identify the cause: a lack of initial culling of data before it was delivered to LEX. Using LEX's data analysis reports, they were able to prioritize custodian processing and refine keywords. Using these findings, LEX was able to design a more cost-effective workflow at a fixed price that was a win-win for everyone.

CHALLENGE

- Large data set required processing for review
- Cost-effective processing needed to meet case budget

LEX SOLUTION

- Deploy Business Intelligence to track processing and costs
- Provide Client with real-time reporting and analysis
- **Apply LEX Flat Fee Pricing**

CLIENT BENEFITS

- Client able to meet case budget requirements
- All data and custodians available for review
- Issues with collection identified and flagged to Client.

Real-Time Tracking of Production Costs by Custodian

Billables by Custodian							
Order		Billable	Phase1	Phase2	OCR	Endorse	BB
1	Custodian 1	Full	\$656.00	\$4,777.50	\$80.76	\$421.32	\$253.52
2	Custodian 2	Full	\$352.00	\$5,325.00	\$254.55	\$219.78	\$43.48
3	Custodian 3	Full	\$988.00	\$7,312.50	\$716.88	\$449.22	\$897.60
4	Custodian 4						
5	Custodian 5	Full	\$1,924.00	\$11,820.00	\$160.86	\$139.70	\$222.32
6	Custodian 6						
7	Custodian 7	Full	\$1,176.00	\$28,860.00	\$270.45	\$281.18	\$229.52
8	Custodian 8	Full	\$560.00	\$3,502.50	\$306.00	\$46.40	\$30.00

Real-Time Tracking of Total Production Costs

Order		Billable	Phase1	Phase2	OCR	Endorse	BB
63	Custodian 63	Full	\$3,632.00	\$7,575.00	\$456.72	\$624.96	\$430.08
64	Custodian 64	Full	\$80.00	\$3,210.00	\$206.49	\$0.00	\$0.00
65	Custodian 65	Full	\$8.00	\$832.50	\$104.28	\$0.00	\$0.00
66	Custodian 66	Full	\$82.00	\$2,992.50	\$1,366.14	\$0.00	\$0.00
Case Total			\$70,996.00	\$275,272.50	\$19,192.74	\$17,340.30	\$13,442.40

Case Challenges

The challenge with this Case was the need to deal with a very large amount of data (over 1TB with 66 custodians) in a cost-effective manner that met the Client's budget. Within the collected data there turned out to be a relatively small number of responsive documents that needed to be processed, imaged and delivered both

digitally and in paper format.

The Client had assumed that prior to the data being given to LEX any non-processable and system files had been removed and a top-level deduplication carried out. They were also assuming a relatively high proportion of responsive docu-

ments.

These assumptions proved to be incorrect. Worse, the cost of processing the data according to the Client's initial understanding, would have resulted in a significant budget over-run.

LEX Solutions

By analyzing the data **prior** to processing, LEX On Demand was able to determine that contrary to Client expectations, the data contained a considerable number of unprocessable files. Removing these before any further culling and processing resulted in significant cost and time saving.

Multi-dimensional analysis was carried out on the remaining processable files and the findings made available to the Client in the

form of easy-to-understand graphs and charts.

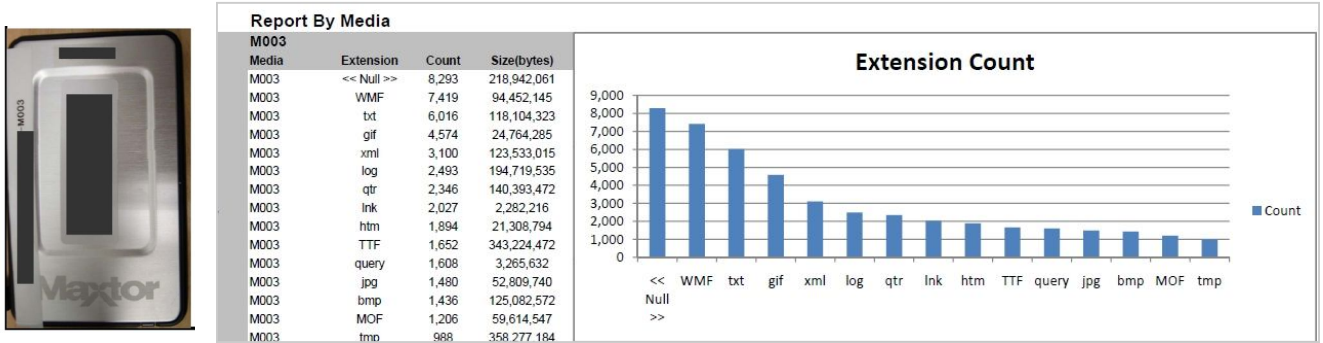
Deduplication was then performed on an initial set of Custodians and the percentage of duplicates versus unique files assessed. This percentage, together with the spread of file types already analyzed, enabled LEX to project processing costs per custodian.

Using a combination of the cost and file

type analysis, the Client was able to prioritize custodians, eliminating those of marginal interest but high potential cost.

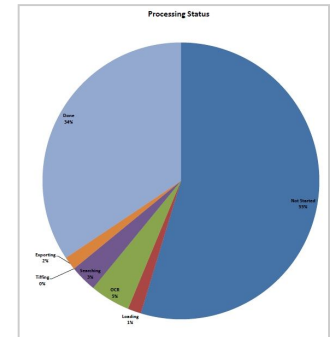
A thorough understanding of the data enabled LEX to propose a **flat-fee pricing** for the completion of the project which fell within the Client's budget and was significantly lower than the total processing cost per custodian originally estimated.

Report Examples : Multi-dimensional analysis of files by Media



Report Examples: Transparent Processing Status and Work Product Statistics

Total Records	Total Data Size	Dedupe	Unique Data Size	Pages OCR'd	Indexed	Status	%
118,710	11.10 GB	Done	7.80 GB	4,007	Done	Done	100%
138,714	10.90 GB	Done	8.40 GB	8,570	Done	Done	100%
198,251	18.49 GB	Done	10.29 GB	23,994	Done	Done	100%
331,534	50.50 GB	Done	40.70 GB	4,387	Done	Done	100%
159,804	9.68 GB	Done	5.82 GB	19,408	Done	Done	100%
46,309	10.89 GB	Done	5.86 GB	4,539	Done	Done	100%
37,488	8.70 GB	Done	7.90 GB	4,613	Done	Exporting	90%



Client Benefits

A traditional \$750,000 service request for processing of over 1 Terabyte of collected data from 66 custodians as projected, after removal of non processable files, at \$550,000.

An early projection of costs per custodian enabled the Client to prioritize custodians and eliminate processing of ones where costs outweighed interest. Deep analysis of the data using Business Intelligence tech-

niques enabled LEX to re-engineer a more effective workflow and propose a \$350,000 Flat Fee pricing structure that fell within the Client's budget.

In addition to a dedicated Project Manager, the Client was provided with real-time status updates on processing together with page counts, thereby enabling them to organize and control their review team effectively.

The result: an overall savings of \$400,000 on the original estimated costs while providing the Client with a custom workflow that resulted in timely production of the data. This significant reduction in cost was made possible by the in-depth early stage analysis of the data and transparent insight into the processing at every step providing both LEX and the Client with superior information to better manage the project and control the costs.

Interested? Intrigued? To learn more about LEX On Demand's eDiscovery Services and our "Flat Fee" pricing options contact us at : info@lexondemand.com