



Fortune 500 Retailer Saves Millions with Intella

A Fortune 500 retailer manages a large, diverse legal practice that includes an in-house discovery team as well as outside counsel and technology vendors. The group handles many types of legal matters in all 50 states and other jurisdictions.

Challenge

The company has a large and diverse caseload requiring frequent analysis, review and production of electronically stored information (ESI). In a recent effort to improve operations, the legal department analyzed its budget and found its e-discovery costs were expanding rapidly, with millions of dollars per year going to vendors and outside counsel. Finding ways to make e-discovery more efficient and effective was an ongoing challenge. The company wanted to bring more work in-house to reduce reliance and spending on outside firms.

The company has long relied on local outside counsel to support litigation in all 50 states, reasoning that local counsel can best represent the company in their jurisdiction. Recently, however, the legal department has begun to recognize some problems with this approach. During e-discovery, the local firms have to be brought up to speed on the company's IT and legal operations – where the data is, who the key people are, etc. – which consumes considerable time and money. Also, in order to build its case, outside counsel has become accustomed to reviewing all of the documents itself, many of which turn out to be irrelevant to the issues in a given case.

While document review is necessary for litigation, the company concluded its outside counsel did not need to review every document – it needed only the final results of document

review. The company also determined the high cost for using outside counsel for e-discovery was neither justifiable nor sustainable when considering the value of the final product that was actually used for litigation. The company decided it would rather perform e-discovery functions in-house and then provide the results to outside counsel.

The Intella® Solution

The company began an extensive search for a solution that its experienced in-house attorneys could use to index, search, filter and cull large volumes of data quickly. It looked at multiple providers and ultimately selected Vound Software's Intella®. Intella® offered significant advantages over the competition in terms of technology, features, ease of use and cost.

Technology and features

Intella runs on a desktop PC rather than residing on a larger network

- Doesn't require extensive IT resources to support or maintain.

User-friendly visual clustering and social mapping tools

- Early identification of custodians central to the case and those who could be dismissed.
- Detected in visual format the documents to be collected and those to be disregarded.
- Instantly revealed relationships among custodians, documents and topics.
- Allowed customer's legal team to eliminate ESI from consideration before paying to collect and process it.

Intella®'s Social Graph and Timeline View allows a reviewer see all the messages in an email discussion

- Reviewer could visually explore who was involved and time points.
- Helped identify additional custodians and isolate the most important discussions to assist with early case assessment.

Strong capabilities in sampling search terms

- Customer saved time and improved results by quickly finding productive terms and eliminating non-productive terms
- According to the company's lead e-discovery attorney, "In many cases, opposing counsel will request unfocused search terms, some of which we already know will be unresponsive. Using Intella®, we can challenge terms or suggest refinements, and we can negotiate on others. We've found that opposing counsel often appreciates our ability to help them refine search terms and help both legal teams rein in e-discovery expenses."

Ease of Use

The company has found Intella® to be extremely easy to learn and intuitive to use. Its specific combination of features allows subject matter experts or attorneys to rapidly search large data sets for important documents that are critical for litigation while culling large volumes of irrelevant data – thus saving time and minimizing the expense of document reviews. The legal team says that while Intella® is easy enough for non-experienced users, such as paralegals or auditors, to use effectively with little training, the company leverages its more experienced in-house attorneys who know exactly what they are looking for and can generate great results in a short period of time.

Cost

Through its due diligence, the company found that Intella® is comparatively very inexpensive to acquire and license annually. The attorney noted that "other tools are so expensive, it would kill our budget to use them on every case. For instance, predictive coding is badly suited for smaller data sets – by the time we train the software to cull through all of our documents, we've already processed nearly everything. Intella® doesn't make us buy a tool we would almost never use for the vast majority of our caseload."

The company licenses Intella® 100, which is suitable for cases involving 100 GB of data or less – the vast majority of its cases. Occasionally the company has matters with data volumes larger than 100 GB, in which case they seek external support. The attorney notes that while Intella® can scale up to 250 GB or more, these large cases come so infrequently that it doesn't make financial sense for the company to license the larger version at this time.



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Innovative, powerful, and simple – exactly the tools you need to conquer today's data challenges and deliver world class results.

Results

With Intella®, the company was able to internalize several important functions that were previously provided by costly third parties. This enabled them to slash budget allocations for both outside counsel and litigation support vendors. In fact, during the first year after implementing Intella®, the company eliminated its entire vendor spend from millions of dollars to zero. (Since then, the company has contracted with outside vendors for a few extremely large cases.) In addition to eliminating millions of dollars in vendor support, the retailer also significantly reduced the amount spent on e-discovery services provided by outside counsel, such as document review.

Intella® also helped the company's in-house lawyers become much more efficient and effective. It dramatically increased the capabilities of a small number of attorneys to the point where they could handle the company's large legal caseload with little outside help. The in-house team now handles vastly increased quantities of data, internally indexing, filtering, processing and producing data volumes a hundred times larger than what they were able to manage prior to deploying Intella®.

“ The attorney concludes, *“Our in-house team spends the same amount of time at work, but we're now handling a lot more work internally, including the litigation support work we would have given to outside counsel and vendors. We've increased efficiency so much, we've been able to internalize not just e-discovery and document review, but also processing and matter management. We had no idea how dramatically Intella® would improve the efficiency of our organization.”*

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