

Case Study

eDiscovery

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Ricoh's Managed Review Services helps a Midwest law firm retain a lucrative case and significantly reduce eDiscovery costs for their client

To perform the work in-house using traditional linear review methods, it would have taken a team of 100 attorneys and their support staff two to three years to get through the 15.5 million documents.

ABOUT THE CUSTOMER

A Midwest real estate law firm with more than three dozen attorneys working under one roof is dedicated to applying a fresh perspective to the range of cases they handle and clients they serve. While litigation is one of their core competences, their strength is in resolving pre-litigation matters out of court. This makes it rare for them to sort through boxes of documents or discover electronic files in order to make their case.

When a dispute between two longtime, local real estate business partners emerged that would require the firm to cull through millions of electronic documents spanning 30 years, they felt their lack of eDiscovery expertise and in-house review capabilities meant they might have to hand the case over to another firm—forefeiting millions of dollars in billable hours.

CHALLENGE

Ricoh's existing relationship with the firm, handling their paper scanning and imaging services, meant that the Ricoh team was onsite to evaluate the first shipment of boxes related to the case. Ricoh soon learned about the firm's dilemma related to the case's eDiscovery requirements, and that discussions were already underway to pass it to another firm. Tension was in the air, as the firm considered the financial implications and what it would mean to walk away from a case of this significance.

After a thorough analysis, the Ricoh team presented the firm's attorneys with another option—outsource the eDiscovery and document review to a trusted partner, and they could retain the case. The firm understood that this could be the solution to their dilemma and was eager to learn more.

CHALLENGE

- 4.5 Terabyte data collection with 15.5 million documents
- Four-week deadline
- Estimated review timeline of 2 to 3 years based on traditional linear review
- Prospect of firm walking away from case worth \$6 million

SOLUTION

- Managed Review Services
- Ricoh eDiscovery on Demand
- Relativity® Assisted Review

RESULTS

- Original data set reduced by 98%
- Impressive quality control, 100% produced data reviewed
- Cost savings of 5x compared to opposing counsel

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Ricoh's first step was to unpack the data collection, which revealed 4.5 Terabytes of data with 15.5 million documents. Not only did the firm not have the capabilities to handle a case of this size, they were also facing an extremely tight 20-day deadline to produce results. If the firm had tried to perform this work in-house using traditional linear review methods, it would have taken a team of 100 attorneys and support staff two to three years to review all the documents.

Using a consultative approach that helped the firm understand how a technology-driven review would be just as thorough and far more efficient than a traditional linear review process, Ricoh tailored a solution that would meet the firm's specific needs, budget and deadline.

SOLUTION

With data spanning the partners' 30-year business relationship and consisting of 190 jointly-owned properties, the collection included a significant amount of information that was not applicable to the case. Ricoh's first step was to cull down the documents by quickly identifying and removing junk files and running de-duplication.

The collection was then passed on to Ricoh's Managed Review Services team, which consisted of 50 contract review attorneys, a Project Manager and a Team Lead. They started by reviewing a sample group of documents they were sure would be responsive for privilege. Using multiple rounds of keyword filtering and systematic adjustments to the search terms, this process further reduced the documents down to 770,000 to be loaded into the Relativity® Assisted Review Platform—an industry-leading predictive coding technology.

Using Relativity, the collection was reduced again down to 330,014—approximately 200,000 of which were categorized as responsive and needed to be reviewed for privilege, and another 130,000 documents that couldn't be categorized. These uncategorized documents mostly consisted of information full of numbers, large Excel spreadsheets and documents that didn't support optical character recognition (OCR) because they were handwritten.

It was this final collection of 330,014 documents—a reduction of 98 percent from the original 15.5 million received, that were passed back to Ricoh's review team for eyes-on review.

Ricoh eliminated 98 percent of the original data collection, reducing the documents that required eyes-on review from 15.5 million down to 330,014 documents.

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The opposing counsel spent nearly five times as much to review a comparable set of documents.

RESULTS

The firm was thrilled that they had trusted Ricoh's eDiscovery technology solutions and Managed Review Services. Not only were they able to retain this case and save significant costs for their client, they now had the means to manage large-scale litigation, without requiring a huge investment in their in-house team or the technology infrastructure to support it.



Timely review, defensible data

The project was completed within the time frame necessary to make the court-imposed deadline. In fact, Ricoh finished five hours early on the last day of review, and the quality control rate was an exceptional 17.9 percent across the entire reviewed population—far exceeding the industry standard of seven to eight percent. With this impressive quality control, the firm was confident Ricoh's process was defensible and would hold up in court.

Affordable eDiscovery services

The firm was unfamiliar with eDiscovery and didn't know what to expect in terms of costs. It was then learned that opposing counsel had spent nearly five times as much to review a comparable set of documents.



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