AN INSIDER'S GUIDE TO SAVING MILLIONS ON DOCUMENT REVIEW

A Success Guide

RICOH
imagine. change.

HOW WE DID IT

This company found themselves in a major predicament. The deadline of document production was less than a month away, leaving them just 20 days to complete the review. Because the company lacked the internal resources to handle a project of that size, they chose Ricoh as their trusted review partner.

99.5% data reduction

in volume using a multi-layered data process

19 days

to completed review

ahead of the deadline

$10M+

review cost savings

($0.68 per doc x 15.5 million docs not reviewed)

> *This was the best experience we have ever had with outsourced review.*
>
> **– Senior Associate, U.S. Law Firm**

SO MANY PROBLEMS!

PROBLEM #1 A Mass Amount of Documents

We're talking about terabytes. 4.5 terabytes! Ricoh's in-house digital forensics lab collected 15.5 million documents of both physical paper and electronically stored information (ESI).

PROBLEM #2 Out of Time

With the close of document production less than one month away, the client had only 20 days to complete their review — but they lacked the internal resources to handle a review of that size.

When is Internal Review Not an Option?

- ✓ You don't have the attorneys available

- ✓ You don't want in-house attorneys using standard billable hours for document review

- ✓ Your team is working remotely and the infrastructure is not there

- ✓ You require cost predictability

- ✓ You need scalable attorney coverage

REDUCING DOCUMENT POPULATION

ROUND #1 The Forensics Lab

The team in Ricoh's forensics lab jumped into action. After collecting the data using forensically sound methods, they started strategically running deeply advanced searches looking for patterns and utilizing cutting-edge technology to quickly identify and remove system files and duplicates, which decreased some of the bulk. These initial efforts reduced the data set of **15.5 million documents by over 50%**.

Expertly Applied Technology

Ricoh eDiscovery technology partners offer innovative software to cull down data sets for review. It is Ricoh's expertise of when and how to apply these technologies that creates the real value.

ROUND #2 The Project Managers

Ricoh's Project Managers were then engaged. Their expertise in advanced analytics, filtering techniques and systematic search term modification allowed them to further reduce the data set. These efforts **brought the count to 770,904**, which was then loaded into the Relativity Assisted Review (RAR) platform — an industry-leading active learning technology that uses documents coded to determine whether other documents are likely responsive. RAR is a feature that uses a search function called "categorization" to help the tool determine whether a document is likely responsive or not. Our reviewers, who are trained in advanced technology and analytics, use this function in their coding to further validate the documents.

15.5 million
docs reduced to
770,904

Our Techniques

- ✓ Remove system files and duplicates
- ✓ de-NIST/de-dupe
- ✓ Advanced filtering
- ✓ Predictive coding

ROUND #3 The Review Team

Finally the documents were batched for review in our secure Microsoft Azure hosted Relativity Platform. Using RAR, the collection of documents for attorney review was reduced again down to 330,116. The reviewers accessed the documents from a secured virtual portal using multi-factor authentication and were able to complete the review one day ahead of the production deadline. These efforts resulted in reduction from **770,904 docs to 330,116 docs** — the final number of documents that were actually reviewed.

Using RAR on a project like this may result in additional dollars in cost savings (likely, thousands). Using RAR can drastically reduce review time and cost and actually increase the quality of work product.

97.9%
documents reduction

Ricoh's St. Louis Review Center

Then, We Found Another Efficiency

Ricoh worked closely with the organization and ran RAR to identify the 500 most important documents from those remaining, providing yet another short cut. We reviewed this smaller subset for depo prep and inclusion in the primary evidentiary submission for the initial arbitration.

THEN, THINGS MOVED QUICKLY

We completed the project in **19 days** — ahead of the 4 week time frame provided by the client.

Put Another Way

To perform the work in-house using traditional linear review, it would take a team of

100 attorneys
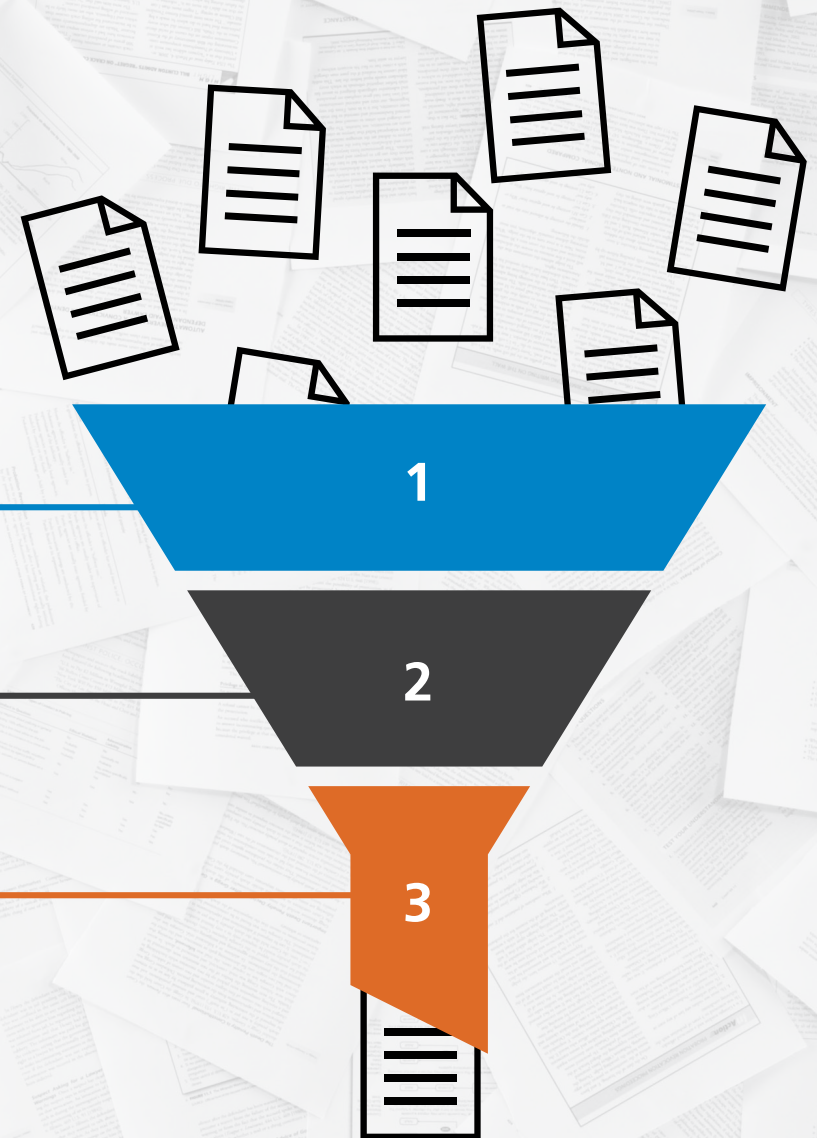**227,941 hours**

and a full year to get through those documents.

HOW MANY DOCS ARE WE TALKING ABOUT?

Ricoh's team culled down the original collection of 15.5 million documents by more than 95%, only loading the remaining 4.9% into Relativity. Using RAR, they reduced the collection further to 330,116 for final review.

Ricoh's digital forensics lab collects and begins culling

15.5 million documents

1

Ricoh's Project Managers further reduce the data set to

770,904 documents

2

Ricoh's review team reduces the data again down to

330,116 documents

3

BACK TO THE MONEY

Straight from the Horse's Mouth

"This was the best experience we have ever had with outsourced review. We were extremely happy with the level of service and project management — by comparison, we learned that opposing counsel spent *over $1.2 million in review costs* on a similar set of documents in the same case."

– Senior Associate, U.S. Law Firm

This was a cost savings of

5x

compared to opposing counsel

Not only was the project delivered before the deadline, if the client had done the same project in-house using linear review, it would have cost them over **$10 million**. The final bill for the review with Ricoh cost $224,478.

(This means the client paid $0.68 per document.)

NEW FROM RICOH
REMOTE MANAGED REVIEW

Ricoh now offers remote managed review with robust security features –
likely even more secured than most in-house review approaches, including:

✓ Thoroughly vetted and background checked staff of licensed attorneys

✓ Additional multi-factor authentication for greater controls

✓ 100% paperless for enhanced security

✓ Well-being initiatives to inspire employee safety and happiness

✓ Remote desktops *only access* Ricoh's secure Microsoft Azure, so data never
leaves the cloud

Contact us or get a quote

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www.ricoh-usa.com/en/ediscovery

ABOUT THE AUTHOR

John Thacher

John Thacher is the Director of eDiscovery Managed Review Services for Ricoh Legal and has over 20 years experience in a variety of settings with some of the most innovative firms and vendors in the industry. He has managed more than 200 Review Projects with 6,500 employees. His experience includes projects in Healthcare, Insurance, Government Investigations, Banking, Bankruptcy and more. John is an expert in the streamlining of Managed Review Center solutions for Corporations, Firms and Vendors.

John's commitment to competence-based managed review systems repeatedly produces high performance teams — leading directly to rapid organizational growth and improved client retention.