

# Large Berkshire Hathaway Company Achieves Significant Time and Cost Savings While Increasing Legal Operational Maturity

A major corporation selected Casepoint for its leading eDiscovery technology and client engagement approach. Legal department wins a company-wide award for ROI.

## Overview

A major corporation needed an eDiscovery solution that would enable them to gain control of and more efficiently manage their data while supporting their unique workflows and processes. In addition, they sought ways to reduce costs and increase operational efficiency. The client's legal department sought an eDiscovery technology solution that had the ability to collect, process, review, analyze, and produce information at scale. They not only sought a best-fit eDiscovery product, but a company that could partner with them to understand their unique needs, guide them in their eDiscovery maturity journey, support their unique workflows, deliver custom solution requirements, and ultimately grow with them over the years.

Like many corporations, this client's law department is responsible for handling a multitude of matters from litigation, internal investigations, and claims unique to this company's industry. This client wanted to take a phase-based approach to addressing their needs across different litigation groups with the first phase focused on claims-related litigation.

## The Client

- ✎ Major Transportation Company
- ✎ Revenue: **\$22.5 Bn**
- ✎ Employees: **~34,000**

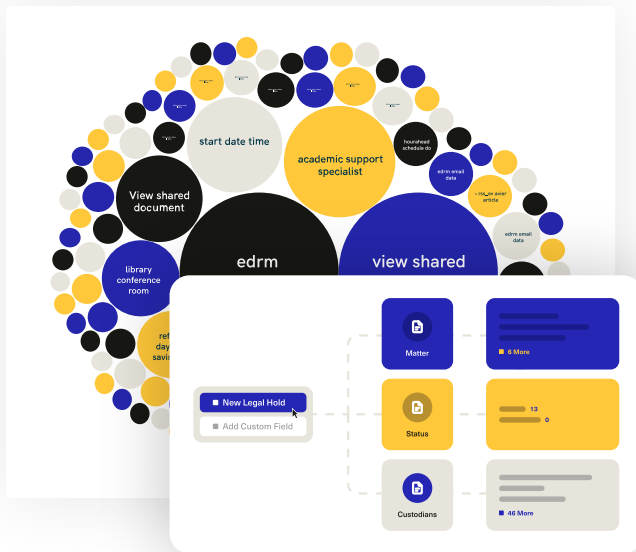
## The Challenge

- ✎ High volume of internal investigations, claims, and litigation
- ✎ Manual processes, multiple systems, limited data management and cost control
- ✎ Limited in-house eDiscovery expertise and no eDiscovery technology



## Upcoming Initiatives

Casepoint's demonstrated success over the past 2 years not only led to major recognition of the legal department, but has created buy-in from other groups within the legal department that are looking to utilize Casepoint. In addition, the client is considering transitioning from their legacy legal hold product to Casepoint's integrated legal hold, preservation, and collection product.



## The Results

- ✦ Cost reduction and increased efficiency
- ✦ Elimination of multiple legacy systems
- ✦ Process automation
- ✦ Legal department won a prestigious company-wide award for managing cost, high return on investment, and strong collaboration for integrating Casepoint with other systems and process automation
- ✦ Roll-out of Casepoint to other groups in the company has been given the green light due to early successes

## Key Client Objectives and Success Achieved To Date

Client Objective	Casepoint Approach	Client Success
<p><b>System Scalability &amp; Ability to Re-use Data</b></p> <p>Ability to support a large volume of matters and users; Creation of a central data repository for data re-use in litigation</p>	<ul style="list-style-type: none"> <li>☞ Casepoint has been architected for speed and scale in order to support thousands of matters and users per organization</li> <li>☞ Created a single/central data repository within Casepoint for data re-use from where the client could run searches and transfer documents to individual matters/workspaces that could then be assigned to outside counsel</li> </ul>	<p>Today, the Client has:</p> <ul style="list-style-type: none"> <li>☞ 230+ active users/month</li> <li>☞ 270+ active workspaces</li> <li>☞ New matters are added constantly with data collected, processed, and culled for review</li> <li>☞ 5+ TB of active review data (post collection, processing, and culling) and growing monthly</li> </ul> <p>The central repository solution allowed the client to eliminate multiple systems where the data was previously stored and it allows for data to be re-used without the need to re-collect or reprocess it</p>
<p><b>Training &amp; User Adoption</b></p> <p>Ability to learn, manage, and utilize Casepoint on their own with support on an as-needed basis only</p>	<ul style="list-style-type: none"> <li>☞ Emphasis on Change Management for introducing Casepoint to their team and for when new/custom-developed features and tech are rolled out</li> <li>☞ Well-designed training program including general training and a "Train the Trainer" approach for their in-house teams; Casepoint provided training for all outside counsel; comprehensive online help/knowledge database; certification courses for various parts of the product</li> </ul>	<p>Today, the Client is:</p> <ul style="list-style-type: none"> <li>☞ Capable of managing all of their matters with minimal support</li> <li>☞ Capable of competently training new team members</li> <li>☞ Able to lean on Casepoint as needed for surge support for their in-house teams</li> <li>☞ Able to rely, and actively relies on, Casepoint to train and support outside counsel</li> </ul>
<p><b>Process Automation &amp; Custom Systems Integration</b></p> <p>Ability to integrate Casepoint with their claims litigation management system and leverage APIs to automate processes programmatically</p>	<ul style="list-style-type: none"> <li>☞ Emphasis on partnership with their internal teams and Casepoint's client services and development teams in order to ideate, develop, test, and implement an innovative (custom) set of solutions</li> <li>☞ Implemented a custom SSO and dynamic provisioning solution that allows the client to dynamically provision both internal company users and external outside counsel</li> <li>☞ The dynamic provisioning also supports matter creation, workspace creation, new user set-up, and assignment with the appropriate roles directly from their claims management system</li> <li>☞ Additional custom solution projects included developing and configuring APIs for their team to be able to monitor systems status (via a dashboard) in one of their internal systems alongside other systems</li> <li>☞ Casepoint also created a solution that allowed for files to be transferred automatically from another system with built-in progress monitoring</li> </ul>	<p>Today, the Client has:</p> <ul style="list-style-type: none"> <li>☞ Streamlined legal operations functions</li> <li>☞ Won an award - the client's claims litigation group within the legal department was recognized through a major company-wide award for successful implementation of the custom projects, strong demonstration of collaboration and partnership with a vendor (Casepoint), successful management of costs/budget, and high return on investment for the legal department and company</li> </ul>