

Casepoint's 20-Day Migration for Fortune 150 Retailer: 6,925 Legal Holds and 94,441 Custodians

The Fortune 150 company moved away from Zapproved to modernize their tech stack with Casepoint, which handled the complex migration — including a mid-project business separation.

Overview

The company is a leading retail chain with thousands of stores across the U.S. and Canada. With more than \$30 million in revenue, it is ranked within the top 150 on the 2025 Fortune 500 list.

The company was using Zapproved for legal holds but faced challenges with the tool. When Zapproved was acquired by Exterro, it evaluated alternatives to modernize its legal hold processes and position the company for the future, including potential expansion into eDiscovery.

Casepoint was selected for its integrated platform, responsive support, modern user interface, and ability to handle a large-scale migration efficiently. During the project, Casepoint managed thousands of legal holds and tens of thousands of custodians, including the unexpected mid-migration business separation that required legal holds to be divided between two organizations.

Customer Profile

- ✎ A Fortune 150 retail chain
- ✎ Large North American retail footprint
- ✎ Thousands of stores and more than \$30 million in revenue

Challenge

- ✎ Replace a legacy legal hold system with a modern, scalable solution
- ✎ Handle a very large environment of legal holds and custodians
- ✎ Separate legal holds during the mid-migration business separation

Results

- ✎ Completed full legal hold migration of 6,925 holds and 94,441 custodians in 20 days
- ✎ Executed all analysis, instructions, and quality checks to ensure a smooth migration
- ✎ Maintained close engagement with the company throughout the process

The Challenge

Background: Why the Company Left Exterro and Chose Casepoint

The Fortune 150 company chose Casepoint after being dissatisfied with their existing legal hold tool and recognizing the need to modernize their tech stack. When Zapproved was purchased by Exterro, they kept an eye on the market and heard concerns that the forced migration would be difficult.

At the same time, they were considering their future. What could they do beyond legal holds? The company had a strategic vision to manage more litigation in-house and expand into full eDiscovery capabilities. They knew a migration would be a heavy lift no matter which direction they went, so they took the opportunity to evaluate their options.

Casepoint stood out to the company for the platform's integrated eDiscovery capabilities, as well as its modern UI, strong product roadmap, and reputation for listening to customer needs. All of those factors contributed to their decision to select Casepoint.

The Complex Migration With a Major Mid-Project Twist








The company's legal hold environment was huge. Thousands of legal holds, tens of thousands of custodians, and a tight timeline — not to mention an unexpected twist in the middle of the process.

After the initial package was submitted for migration, Casepoint learned that the company completed a business separation. So midway through everything, the Casepoint team worked with the customer to re-evaluate the migration plan and quickly design a workflow to separate all legal holds into the right categories: holds for one organization, holds for the separated entity, and holds shared by both.

Those custom workflows made it possible to create clean, separate environments for each entity, and gave the customer a much clearer and more manageable structure for day-to-day legal hold work moving forward.

The Solution

Casepoint completed the full legal hold migration of 6,925 holds and 94,441 custodians in 20 days. This includes several steps and tasks.

-  Downloading and extracting the migration package
-  Reviewing the data and completing all migration analysis
-  Sending and resolving one-off questions with the customer
-  Inputting the migration instructions
-  Running the migration in Casepoint
-  Performing quality checks and validation
-  Releasing the finalized environment to the customer

Casepoint remained closely engaged throughout, adjusting the migration approach as needed and delivering the finalized environment on the agreed timeline.