

# “We Never Want To Be Without It”: How Casepoint Modernized a Major Federal Contract Oversight Agency

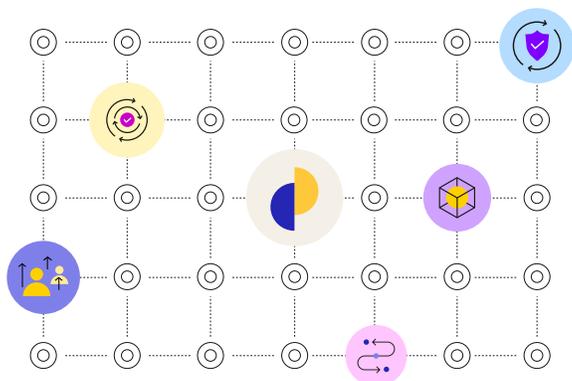
Immediately recognizing improvements in search and defensibility, the agency replaced manual, PDF-based processes with Casepoint’s secure eDiscovery platform, introducing advanced search and automation to support high-value contract disputes.

## Overview

A major federal contract oversight agency responsible for high-value government disputes sought to modernize its discovery workflows. Many of its matters span years and involve contracts worth billions of dollars, requiring defensible, efficient processes.

Before adopting Casepoint, teams relied on manual Outlook review, PDF-based workflows, and limited search capabilities. As data volumes grew and disputes became more complex, the agency needed a secure, scalable platform that could level the playing field against well-resourced commercial contractors.

Casepoint implemented a modern eDiscovery solution in a unified, secure platform. It replaced fragmented workflows with automated processes, providing the agency with increased confidence, defensibility, and modernization.



## Customer Profile

- Contract oversight agency
- Matters involve cases worth billions of dollars
- More than 20 users in Casepoint

## Challenge and Solution

- Replaced manual Outlook and PDF-based workflows with a modern discovery platform
- Enabled secure PST ingestion, deduplication, and advanced search capabilities
- Provided on-site training and rollout support to accelerate adoption

## Results

- Positive early feedback: “This is amazing. We never want to be without it.”
- Improved recruiting, retention, and internal credibility around eDiscovery capabilities
- Confident search, high-volume data loading, and production at scale

## The Challenge

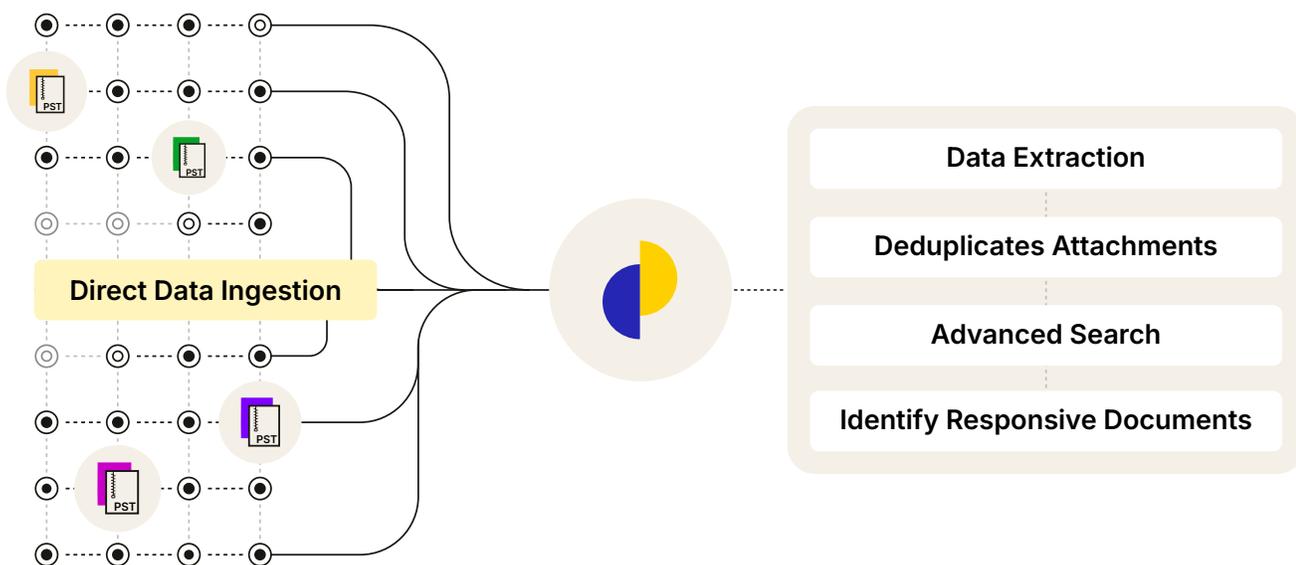
The federal contract oversight agency was limited in its ability to deduplicate, index, and search effectively. Teams reviewed emails directly in Outlook, examined PDFs in Adobe, and performed redactions manually. Emails were often converted to PDFs and reviewed one by one, further slowing search and analysis. Without access to advanced analytics, the team struggled to identify relevant information quickly.

Combined with growing data volumes and modern data types, these limitations put the agency at a significant technology disadvantage against commercial actors, particularly given the high-value disputes it manages.

## The Solution

Before adoption, Casepoint ran three on-site training sessions across the country to help the team understand how the platform's features could help increase efficiency across workflows. Feedback was positive before even getting the chance to use the software.

The contract with Casepoint was an effort to level the playing field. When the agency adopted Casepoint, it essentially went from having no true discovery solution to a full eDiscovery platform. Instead of manual review workflows, it can ingest compressed PST files directly. The system extracts data, deduplicates attachments, and makes everything searchable, allowing the team to run searches confidently and identify responsive documents. Because some matters involve contracts worth billions of dollars, the operational impact of this improved workflow is significant.



## The Results

Moving from PDF-based workflows toward native PST ingestion allows the agency to take advantage of modern discovery capabilities. Because many of the agency's matters span several years, long-term defensibility and organization are critical. Users can run searches confidently, identify responsive documents quickly and manage complex matters with greater efficiency.

The Casepoint platform also allows the team to ingest compressed PST files, search across large datasets, and produce data at scale. At the time this case study was published, the agency had been actively loading significant volumes of data and producing data in volume.

The platform has also had an impact beyond day-to-day discovery work. Internally, teams have fielded questions about what the agency uses for eDiscovery, and having a strong answer has helped support recruiting and retention by showcasing the agency's technical capabilities.

"This is amazing," users said in their initial feedback. "We never want to be without it."



**This is amazing.  
We never want to be without it.**