

How Casepoint Helped a Major Defense Agency Modernize Its FOIA and eDiscovery Response

Learn how Casepoint's secure, modern data discovery platform met the agency's needs and set a precedent for the entire DOD.

Overview

In 2021, a major defense agency began partnering with Casepoint to implement an eDiscovery SaaS solution that could handle large amounts of complex data and improve information governance with rigorous security standards. Prior to that time, the agency encountered inefficiencies by having to perform manual reviews and track legal holds using spreadsheets, while lacking a consistent way to leverage modern eDiscovery tools.

Since 2021, Casepoint's platform has helped the agency increase its FOIA fulfillment rate and modernize its approach to litigation, legal holds, investigations, FOIA, and Congressional Inquiries.

The Client

- ✦ An office of general counsel for a critical defense agency that provides legal advice to senior DOD leaders regarding issues critical to DOD's ability to execute its mission

The Challenge

- ✦ Seeking a solution to fulfill FOIA request backlogs and meet deadlines
- ✦ Lack of cross-agency collaboration
- ✦ Rigorous authorization requirements (DOD IL5 and DOD IL6)

Casepoint is the only data discovery SaaS secure enough for the DOD's sensitive information. There are six SaaS companies including Casepoint across all industries authorized at IL6.



**DOD IMPACT
LEVEL 5**



**DOD IMPACT
LEVEL 6**

How Casepoint Did It

A major hurdle to bringing a modern data discovery SaaS to the DOD was completing the rigorous authorization process for Impact Level 5 (IL5) and Impact Level 6 (IL6) authorization so the system could host controlled unclassified and secret data.

Casepoint received authorization from Defense Information Systems Agency (DISA) to build two environments for the agency. Working with DISA and DOD, Casepoint achieved IL5 and IL6 authorization, making Casepoint the only data discovery SaaS secure enough for the DOD's sensitive information. There are six SaaS companies including Casepoint across all industries authorized at IL6.

Within these secure environments, Casepoint provided a way to easily create and manage legal hold notices, collect and process data from dozens of sources, and efficiently review and produce relevant data.

The Results

The agency has cited specific successes using Casepoint.

FOIA Response Rate Increased Significantly:

After adopting Casepoint's solution, annual productivity increased 217%.

Cross-Agency Collaboration Enhancements: Casepoint's cloud-based environment enabled remote access so approved users from related DOD agencies can access the IL5 environment using single sign-on (SSO). This improves time-to-insight and ensures relevant data is found and reviewed.

Complete Orchestration of Legal Holds: Casepoint's end-to-end legal hold workflows leverage templates and workflow automation, which saves the agency time and significantly reduces oversight compared to manual processes.

Quicker Time to Insight: Casepoint's data analytics helped the agency find key information in their data more quickly to respond to Congressional Inquiries and support litigation.

Simplified Reporting: Casepoint's robust reporting capabilities improved the agency's efficiency, empowering them to focus on their mission.

By partnering with Casepoint, the agency now has access to a secure, innovative data discovery platform to meet their needs efficiently. And they're setting a precedent for modernizing the approach to data and information governance — leading the way for the entire DOD.

The Results

- Casepoint became the only data discovery SaaS platform authorized at Impact Level 5 and Impact Level 6
- Annual FOIA response rate increased by **217%**
- Efficiency improvements across legal holds, time to insight, reporting, and collaboration within the agency