

Several Thousand Legal Holds for a Fortune 100 Company Migrated to Casepoint in 86 Days

How Casepoint completed a high-volume legal hold migration with structured validation, clear communication, and a successful production launch.

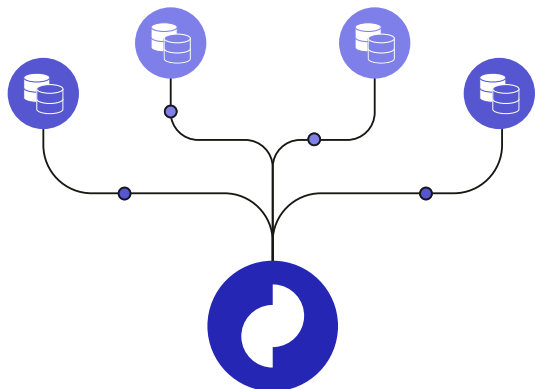


Overview

The company needed to migrate a high volume of legal hold data and was looking for a clear path through migration and onboarding with a partner that would listen to its needs and respond to feedback.

Using an agnostic migration utility, Casepoint built a structured plan for onboarding, testing, validation, and production cutover. Multiple quality checks throughout the process helped the company complete the migration successfully in 86 days.

The company was extremely happy with how the migration was handled, and one member of the team later agreed to serve as a migration reference for others considering a similar move.



Customer Profile

- Fortune 100 company
- High-volume legal hold program



Challenge and Solution

- Complete an accelerated migration of several thousand legal holds and thousands of custodians from a prior legal hold platform
- Preserve accuracy across holds, custodians, statuses, custom mappings, and questionnaires
- Provide a clear onboarding process with phased validation, communication, and responsive support



Results

- Several thousand legal holds and thousands of custodians migrated into production in 86 days
- Validation confirmed that holds, custodians, statuses, custom mappings, and questionnaires matched before go-live
- Customer praised the structured migration process and later agreed to serve as a reference for similar projects

The Challenge

The Fortune 100 company was looking to complete a complex legal hold migration in a relatively short amount of time. With thousands of legal holds and questionnaires, the team needed a provider that could handle the process carefully, preserve data accuracy, and keep the project moving on schedule.

Part of the urgency was tied to the company's desire to transition away from its existing legal hold platform. The team had encountered limitations with the prior solution and was looking for a more responsive partner with stronger migration support.

The company was looking for a partner that could offer a clear path through migration and onboarding. Casepoint stood out for its ability to execute the migration with care and support broader needs over time, not just as a legal hold provider, but as a platform that could grow with them. The company liked that Casepoint was receptive to feedback and willing to make improvements.

The Solution

Using an agnostic, internally built utility that can migrate large volumes of legal hold data from virtually any platform, Casepoint created a plan to help the company complete the migration smoothly and quickly.

Through onboarding and migration, the company received clear communication and a structured process for validation. Standards like multiple quality checks at each stage, along with a defined feedback loop between the customer, project team, and engineering, helped ensure a successful migration.



Agency	AI or Automation Signal
Phase 1: Data Analysis, Cleanup, and Mapping (17-day period)	Casepoint reviewed the data extract from the prior platform and prepared the migration plan before any data moved. The team matched custodians to the HR feed and worked through the cleanup and mapping needed for hold fields, reminder languages, assigned roles, and email settings.
Phase 2: Sample Migration and Quality Control (13-day period)	Casepoint ran two rounds of sample migration across eight holds, then validated the results side by side with the customer. A 41-point check across holds and questionnaires surfaced seven mapping fixes, which were resolved before the team moved into full-data testing.
Phase 3: Full-Data Testing and Validation (17-day period)	Casepoint completed two rounds of full-data testing across several thousand holds. During validation, the team identified and resolved hold-custodian status mismatches tied to released and re-added custodians in the prior system, updated the migration logic, and confirmed that all holds, custodians, statuses, custom mappings, and questionnaires matched before production.
Phase 4: Production Cutover, Training, and Go-Live (37-day period)	After the final extract and freeze period, Casepoint migrated several thousand holds and thousands of custodians into production. The team delivered three training sessions, released validation reports, supported customer quality control through final written signoff, and helped the customer issue its first new hold in Casepoint less than two weeks into the phase.



The Results

The migration was completed successfully in less than 90 days, with several thousand holds and thousands of custodians moved into production. The process was built around validation at each stage, with the team confirming that holds, custodians, statuses, custom mappings, and questionnaires matched before the go-live date.

The customer was extremely happy with how the migration was handled and that it was completed faster than expected. One member of the team agreed to serve as a migration reference for others exploring a similar move.