

How iDS Used Relativity to Navigate the Twists and Turns of a Complex Case



Learn how Assisted Review helped their client save \$4 Million

Background

Founded in 2008, iDiscovery Solutions, Inc. (iDS) is a legal technology services firm that provides consulting, data analytics, processing, and hosting of electronically stored information (ESI) and expert services to legal and corporate clients.

Louis Martin is a senior manager at iDS. Louis regularly advises clients on data analysis and e-discovery matters in cases that include exceptionally large data sets.

The Case

iDS's client, a major international corporation, was involved in a contract dispute with a government agency regarding a billing issue that would involve millions of documents. To save time and avoid reviewing piles of unnecessary documents, iDS proposed the use of Relativity Assisted Review. Both parties agreed.

As a seasoned Relativity administrator, Louis was happy with the agreement to use the platform. With ongoing discovery obligations and strict time constraints, he knew this case had the potential to become complicated, and he was confident in Relativity's flexibility in the face of those challenges.

"I have a lot of experience with Relativity, and we've been able to develop on top of it to handle the intricacies of our projects," said Louis. "It's not just our review tool—it's our platform."

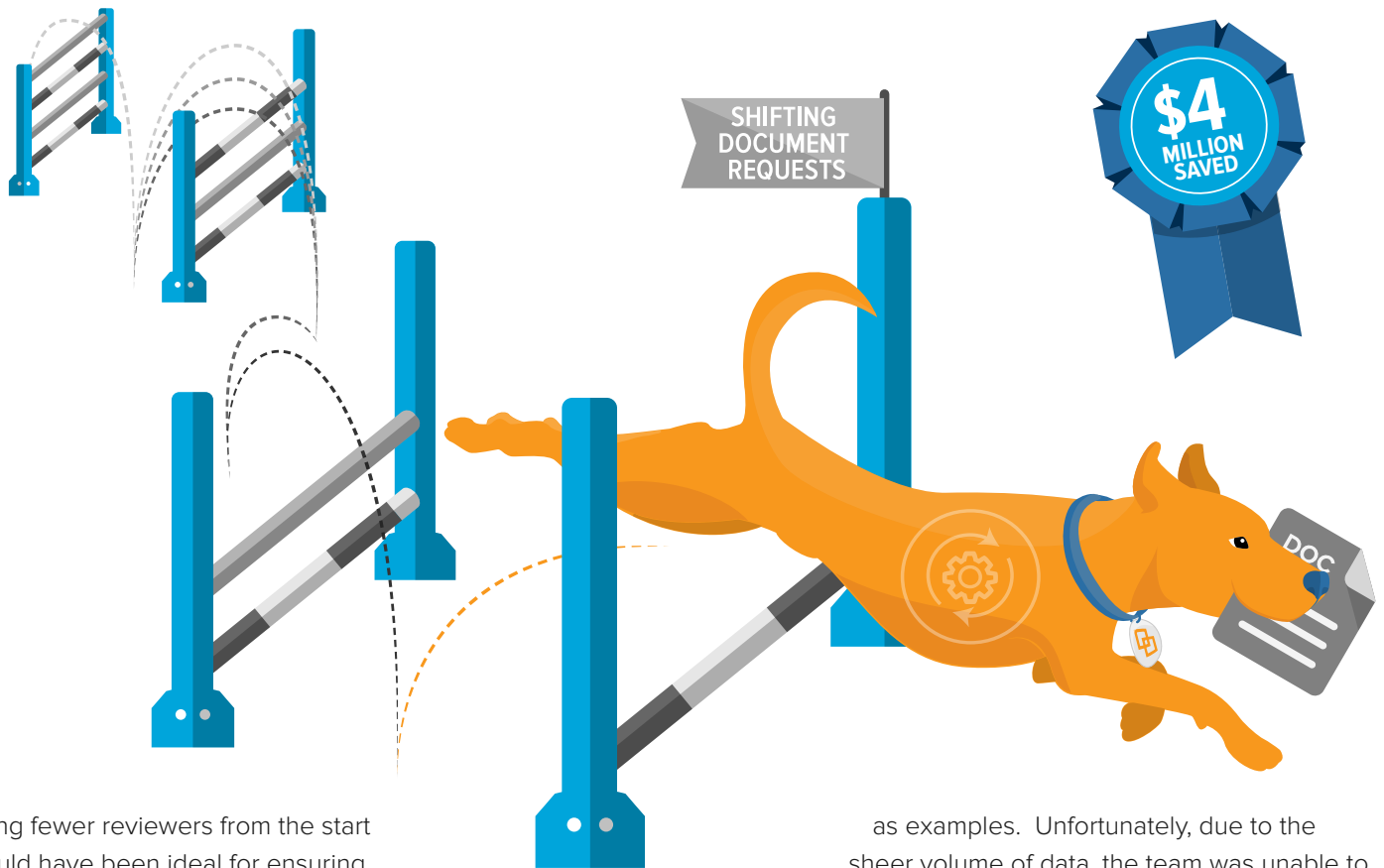
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Louis and his team collected ESI and paper documents from more than 50 custodians for inclusion in the review. Once the data was processed, 6 million documents were loaded into Relativity for review, where the data would be managed, analyzed, and produced. The iDS team would have three significant deadlines throughout an 18-month discovery period.

Turning to Relativity for a Flexible Assisted Review Solution

The team started by searching with keywords and a date range that had been negotiated and agreed upon by both parties, which eliminated 2 million documents. The remaining 4 million documents would be reviewed with Assisted Review, but external factors would play a role in how they approached their workflow.

Before using computer-assisted review, iDS answered various questions related to their sampling technique, statistical thresholds, and workflow. While they awaited the government agency's approval, they started a linear review with a large team of attorney reviewers to keep the project moving. When both sides agreed on using iDS's Relativity Assisted Review workflow, iDS felt confident in leveraging their initial manual coding efforts to train the system without starting from scratch, even though



using fewer reviewers from the start would have been ideal for ensuring consistency.

The team ran their first training round using a sample of their manually coded documents as a seed set, with a 95 percent confidence level and 1.5 percent margin of error.

Some inconsistencies in coding across the large number of original reviewers, however, resulted in a higher-than-desired overturn rate. With some training, the reviewers agreed on what was responsive and which decisions to overturn.

“As expected, it took a little time to get so many reviewers used to the flow. A couple rounds in, the team was working very well,” said Louis. The team saw significantly lower overturn rates as the project progressed.

Culling Disruptive Data, Calling kCura’s Advice Team

The document set included a large number of spreadsheets with numbers, which had to be reviewed. Because analytics—and Assisted Review—is based on the text of a document and doesn’t analyze numbers, the team didn’t want to enter number-intensive spreadsheets

as examples. Unfortunately, due to the sheer volume of data, the team was unable to cull them out effectively. Seeking help to find an efficient solution to this problem, Louis called kCura’s advice team, who provide free workflow consulting for Relativity.

“We reached out to the advice team throughout the process whenever we came across something unique or different in our workflow,” said Louis. He worked with that group to find a solution that would accommodate the spreadsheets, but would not slow down the review.

To ensure all the spreadsheets would be reviewed, the team marked them as responsive, but did not submit them as examples. This approach meant many of the spreadsheets would undergo a second-pass review with the remainder uncategorized and set aside for a manual review. This workflow prevented skewing of the Assisted Review results.

A Real-world Test for Workflow Flexibility

To make a complicated project even more challenging, the opposing party shifted the document request in the middle of the review, requiring the team to retrain the system and conduct several iterations of the first and second sets. Because the team anticipated the possibility



that certain requests might evolve, they were able to tag related documents during the initial review and later target them when revisiting coding decisions. Despite changes in document requests throughout the case, the team was able to effectively use Assisted Review.

“Relativity is very open. I have access to the fields and the search engine. There’s a lot of control over how the system makes decisions, which allows me to make adjustments in real time,” said Louis.

By the third iteration during the case, the review team was working like a well-oiled machine. When the project requirements changed yet again, the team was able to use about 1,200 of their pre-coded documents as the seed set to train the system for a fourth phase—avoiding duplicative work and jumpstarting the new iteration. This final iteration lasted only four rounds, yielded a 2 percent overturn rate, and resulted in 400,000 responsive or uncategorized documents to be manually reviewed out of the 4 million documents reviewed in Assisted Review.

Results

Even accounting for the midstream shifts and retraining throughout the project, the use of Assisted Review on this matter saved iDS’s customer 6 to 12 months in review time with an estimated cost savings of \$4 million when compared with a traditional linear review. Despite the project’s complexity, Louis’s team easily met each review deadline—often several days early—with fast and accurate results from Assisted Review.

“We were able to get through review quickly—even in the face of this case’s complexity,” said Louis. “With Relativity, we can create outstanding reports, adjust workflows, and dig into specific documents. It’s very insightful.”

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Key Project Stats	
Documents Reviewed in Assisted Review	4,000,000
Documents Manually Reviewed	< 400,000
Relativity Assisted Review Final Overturn Rate	2%
Review Time Saved	6-12 months
Document Review Cost Savings	\$4,000,000



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