



MANAGED SOLUTIONS

# Case Study & Cost Argument.



**Ready for a Partner?**  
How Trustpoint's Managed  
Solutions creates win-win  
situations for our clients.

## **The Challenge:**

An AmLaw 200 law firm pioneering eDiscovery Managed Services searched for a partner who would be more focused on adding value to the firm and provide superior customer service, rather than chasing profits for a private equity parent company.

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## **The Solution:**

Trustpoint.One, the largest privately held legal services company in the U.S., together with this law firm, were able to identify the firm's business goals, SOPs and unique requirements to enhance what the firm was currently achieving, while successfully supporting internal and external clients, as well as growing a cost recovery model.

## **The Results:**

In addition to sourcing, building and deploying new infrastructure to support a 20TB eDiscovery environment, Trustpoint.One developed and executed a migration and implementation plan that would minimize downtime for the firm's Relativity® environment.

Further, Trustpoint.One created a "lightweight" team of professionals from across the company (operations, client services, production, IT, technical services, marketing and accounting), all with specific objectives to successfully support the firm through migration and allow for the firm to control its own Relativity instance, while leveraging Trustpoint.One's infrastructure and expertise.

# The Philosophy.

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We can all agree that delivering eDiscovery services in the traditional per-GB model creates friction—friction between the end client, the law firm and the provider. Everyone pulls in different directions and always questions the integrity of the deal. Yet under the surface, all parties know there is a conflict of interest and the model is fundamentally flawed.

When correctly deployed, Managed Services addresses this friction. However, to be successful, a provider has to be all-in with Managed Services. There cannot be two competing value networks at the same company. For example, many providers that “do” Managed Services weigh a \$60,000 eDiscovery project much heavier than, let’s say, a \$6,000-per-month Relativity multitenancy Managed Services engagement. So, they point their resources at the traditional eDiscovery-processing job. The focus is on getting “jobs,” which creates internal friction and two distinct identities, and manifests in lack of support for their Managed Services clients. Managed Services then becomes a transactional business and just another bullet point on the website. Extrapolate this scenario across providers and you are faced with client satisfaction issues and a shift away from Managed Services.

There are exceptions. To focus on Managed Services and to support transactional work are not mutually exclusive. They actually feed one another when done right. Organizations that plan for and take a longer view can have success with this model. However, it entails rearranging the ideas and attitudes that were once guiding forces of a company’s eDiscovery business. How the organization supports clients, generates revenue, compensates employees and allocates resources have to reflect the change in thinking.

Trustpoint.One is such an organization. This past year we have streamlined our business units into one company and decided to disrupt ourselves. We shifted company thinking around supporting our eDiscovery business. We created a vision and value network to focus on delivering eDiscovery Managed Services. We removed constraints, including infrastructure costs, burdensome contracts and barriers like processing fees. We have also invested heavily in infrastructure and personnel. In addition, each business unit at TrustPoint has written objectives that detail how we successfully approach and support a Managed Services client. We have instituted a completely new system. Finally, Managed Services done right.

Here are some of the ways Trustpoint.One can help Managed Services come alive: IaaS, private, multitenancy Relativity and processing environments, plus access to personnel.

- Trustpoint.One’s infrastructure plan allows security and expertise to organizations that have their own eDiscovery software, but want to leverage our enterprise-grade hardware—all without buying hardware or hiring IT personnel—for a flat monthly fee.
- Then there is our solution, which gives organizations access to their own private Relativity environments without the licenses and hardware costs. We have also removed the need for a contract. Just pay one low monthly price for storage and take command of the world’s leading eDiscovery platform, basically for free.
- Lastly, your company can access our deep bench of globally positioned personnel. Qualified resources are readily available to supplement and increase your department’s bandwidth on a given matter, at your discretion. You can add resources to projects without the time and cost of hiring. Support is provided 24/7 so that you can meet your deadlines.