



CASE STUDY

# Managing Documents Globally



**Outline:**

Our Client was involved in a SEC/DOJ investigation of a Global FCPA matter involving multiple outside counsels and Trustpoint's eDiscovery team.

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Throughout the 5+ year investigation, nearly 30 million documents spanning across hundreds of custodians were collected which included many foreign language documents (Hebrew, Spanish, Portuguese, Russian, Ukrainian, Croatian, Chinese, German, Japanese, etc.). The review workflow required targeted document sets for review across 14 workspaces for various custodians of interest. Trustpoint worked with outside counsel to narrow the scope of review through search terms and date ranges. This led to a number of review and production workflows that produced approximately 950+ productions consisting of 4 million documents and 16 million pages. The Client retained us to work closely with outside counsel and contract review teams to manage the data and meet time-sensitive deadlines.

# The Solution

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## Hands-On Assistance and Management

Trustpoint approaches EDD management with a mindset of working with outside counsel and helping the client achieve their objectives efficiently, and a focus on cost-saving measures. To do this, Trustpoint worked closely with a Discovery Attorney with outside counsel (during the investigation) to manage the large volume of data across the 14 databases and multiple local counsels assisting with foreign language review.

During the last two years of the investigation, the Government increased their requests for data pushing for increasingly tight deadlines, requiring large volumes of data to be reviewed, processed and produced. The first objective was to get an understanding of the data sets currently populated in the work spaces as well as the volume. In response to multiple requests, our Discovery Consultants would work with the associates to create targeted search terms and date ranges for each custodian of interest that were agreed to by the Government. Since the databases were often being updated with new data as well as changing search term lists, Trustpoint created a script to automate and re-order the running of each lists of terms and custodian. A custodian generally required about 5-10 search term lists across multiple workspaces. This automation allowed Trustpoint to provide outside counsel their data set for review faster, generally saving about 6-12 hours of ESI PM time that would otherwise be required to handle the task.

As part of creating workflows for review, the Discovery Attorney managed multiple teams located globally at various local counsel firms which involved providing the teams with early access to their data, set up review parameters to help progress the data through QC and into production. To meet the deadlines, Trustpoint worked closely with outside counsel to get a head start in processing the documents for production, allowing Trustpoint to begin during the QC process instead of waiting for QC to end. This allowed us to streamline a process that could take up to two weeks down to a few days.

As part of these voluminous productions, many bespoke solutions were required before delivery. When producing documents with redactions, Trustpoint was asked to remove metadata content for particular fields in load files, so no privileged information was delivered to the Government. TPI wrote custom software that would take the load file, supply the production numbers and select the fields to redact. This was being done over manual or semi-automated processes and was much more efficient and cost-effective for the client for each of the 950 production sets. Trustpoint wrote a standard production documentation protocol that spanned over 50 pages to account for the complexity of the production sets.

In addition, counsel was required to create privilege logs as part of the Government requests. Trustpoint created a solution to normalize metadata fields pulled from the database to be added to the final log. Prior to the normalization script, outside counsel had employed a team of contract attorneys and legal assistants to assist with the privilege log creation, reducing an 8 person, 6-week project to anywhere between 1-2 weeks depending on the size of the log.

## The Value

Trustpoint's ability to work closely with outside counsel brought instant value in terms of time and cost saving measures by combining workflows. Constant communication allowed for a hands-on approach where Trustpoint provided unique solutions from their development team to target data sets and push the data to production. Working with our Discovery Consultants provided the Client an ability to save money on a reduced review population, faster productions (allowing for more time to QC the data set for accuracy) and quicker turnaround times for privilege logs, emphasizing more machine time than human time in their creation.