CASE STUDY: AI TEAM

Slack Messages in TAR

Ai

A tight production deadline overlapping with the holidays, multiple data formats, and pre-existing source code created a challenging data environment for our Ai consulting team.

The Challenge

Our law firm client had a database of approximately 550,000 Slack messages along with Drop Box, Google Drive, Evernote, Papertrail and Gmail files. All together the total came to approximately 2 million documents. There was an aggressive completion deadline of only 6 weeks (concluding the week between Christmas & New Years). On top of the normal challenges of an aggressive production schedule and multiple data formats, there was also source code within multiple data sources (including Slack messages) that needed to be redacted prior to production.

The Solution

The Trustpoint Consulting team worked closely with the client to design a defensible workflow that collected, processed, culled, reviewed, redacted, logged, and produced by the deadline. Key to this workflow was our proprietary collaboration tool that deduplicated and organized Slack messages, fully integrating into the Ai workflow; then deconstructed those same messages for production. The team then assisted with review of opposing party productions and deposition preparation using previously built Ai models.

Strategies Implemented

Slack Data: After discussions with client and previous eDiscovery vendor, it was noted that some channels were collected twice, never deduplicated, and never organized properly for review. We started over by obtaining the original Slack message exports, which we then deduplicated and organized by channel & by day to make the files more Ai friendly. Using the Trustpoint collaboration tool we were able to reduce 550,000 documents down to only 47,000. Counsel specifically wanted to produce the Slack data as individual messages, using the same Collaboration Tool we were able to re-run the slack messages and create groupings of individual slack messages that matched up with the per channel/per day documents previously created and reviewed. Using this new relational grouping, we quickly got the set production ready per counsel's preferences.

- Trustpoint sent key Slack messages to counsel within 24 hours
- Slack data review and production completed within a week.
- Source code entity created and modeled within Ai software and used as an additional layer of quality control during review.
- Slack data integrated within the Ai workflows, which was particularly helpful for deposition prep and review of opposing party/third party productions.

Remaining Data and Workflows: TP1 culled, categorized, prioritized, and integrated the remaining data into the Ai review workflow.

- *Shared Drive Data:* Software engineers used the shared drives often and therefore source code was a concern, causing deployment of additional QC protocols.
- *Custodial Individual Data:* We were able to cull down the individual data of custodians by creating a repository database and culling the clearly irrelevant folders.
- *Intelligently Batched Review:* Using categorization and Ai prioritization, we batched the documents in the most efficient manner possible. Our proprietary intelligent batching workflows generally increase speed and accuracy by 30%. The highly consistent modeling review helped to complete a defensible TAR CAL model without the need for any additional QC.
- *Deposition Success:* During the review, we created models focusing on key issues. Using those models along with the most active custodians, we created mini refresher sets for counsel in addition to the standard review.
- *Received Production Assessment*: We provided a comprehensive analysis of the 3rd party productions received. Categorizing over 50% of defendant documents while prioritizing another 15% as part of our focused initial batches.

High Performance Delivered

Our proprietary evidence first approach met difficult production deadlines while funneling key documents, including slack messages to counsel prior to completion of review set. Along with isolating the hot documents, our approach allowed counsel to not only make the required changes to their case theory, but also allowed them to go back and collect additional key documents which would have potentially not been available if the review was done linearly. With Ai-enhanced QC, no Source Code produced despite strict deadline.

As new productions were received from the opposing & third parties, we were able to continuously update the review to ensure that they were always reviewing the most relevant documents. We used our issue specific models to create focused deposition preparation searches. These searches provided counsel with the ability to quickly take a second pass at potentially missed documents and provide them with a quick review set of highly focused documents prior to going into their depositions.