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Consulting on Internal Litigation Support Infrastructure

A national firm wanted to build their internal eDiscovery process, so they contacted First Legal for assistance.

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CASE STUDY: CONSULTING ON INTERNAL LITIGATION SUPPORT INFRASTRUCTURE

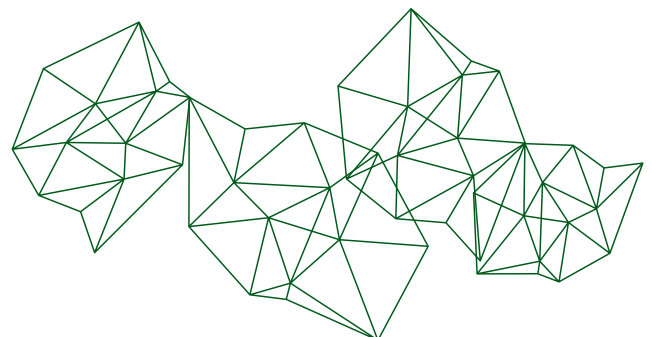
Background

A large law firm with a national presence understood that they needed to strengthen their internal processes and infrastructure for eDiscovery. Not knowing where to begin, they brought First Legal onboard for a consultation and needs assessment. We started by interviewing different experts at the company across a range of departments, with the goal of getting an idea of what the day-to-day activities at this firm looked like.

We began by interviewing key stakeholders, paralegals and other support staff, learning what their daily challenges were, how they supported the lawyers, and how they interacted with their work product. Next, we spoke with IT personnel to get an understanding of the technology landscape, their responsibilities, and the systems in place to store and manage data. We asked questions about data retention policies, how they introduce new technology to the firm, what the security policies are, how the help desk works to receive requests and provide user assistance, and what kind of data they typically manage.

We also made sure to speak with Firm leadership to get their perspective on the company's overall goals, culture and how they wanted to execute our recommendations. Talking to leadership helped us understand how the firm works with their clients, what they know about different preferences of the people our recommendations could impact most, and how willing they would be to enforce best practices.

Typically, when doing a needs assessment, we would also speak to our client's records manager to understand how they work and what kind of information governance they are responsible for. We would ask them about the different government and industry regulations that dictate their records policies and what their relationship is with the IT department for implementing legal records management. As not all firms have a records management professional, this is often an early and important need we are able to advise on as it relates to supporting the overall Litigation Support initiative.



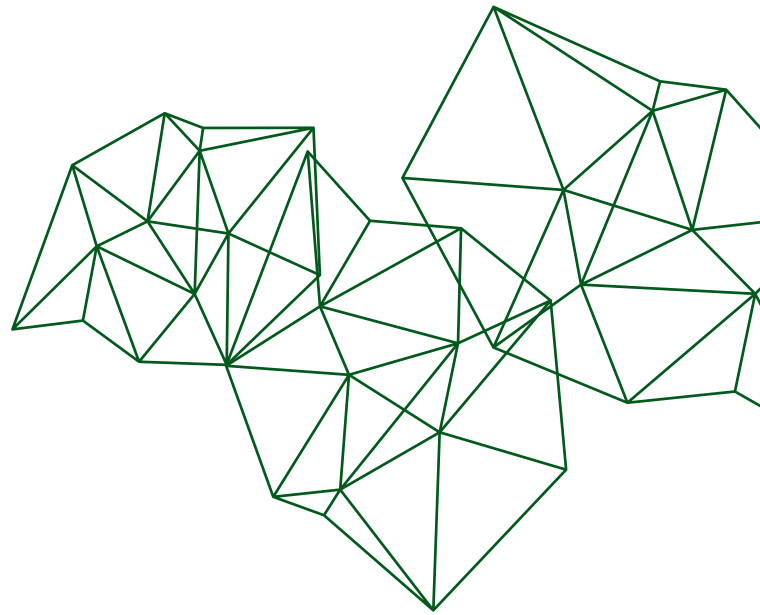
Pain Points

After a thorough needs assessment, First Legal provided our client with a gap analysis detailing areas of improvement both in terms of efficiencies, defensibility, and personnel. We were able to provide detailed recommendations, specific policies, and procedures for the IT and other departments, including new software they would need to acquire. Once the eDiscovery process takes hold, there can be a large increase in workload, so we wanted to ensure that their staff would not be overwhelmed, and their systems were able to scale to meet the new demands.

We gave firm leadership suggestions on which support staff needed more education to reach their full potential, which procedures the firm was missing, and advice on areas of support they still needed.

Outcome

After the gap analysis, we created a roadmap of actionable steps. We continued to assist our client, helping them work with a recruiter to fill staffing gaps and setting up platform demos so they could feel comfortable with their new software before investing in it. Due to the size of this firm, we established a pilot program at one of their satellite offices to test the rollout of our policy and system recommendations before expanding them out to the larger company. We supported our client every step of the way to help them execute our suggestions and work through any bumps in the road.



800.772.5142



discovery@firstlegal.com



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