



Doing more with eDiscovery Tools & Teams

The impact of automation
at a global 10 law firm

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The Vision

The practice support department for a global top 10 law firm faced persistent challenges in their response to eDiscovery projects. Growing data volumes created a burden that was compounded by expanded regulatory oversight, new types of data, and pressure to deliver more and more quickly. The Director of Global Practice Support shared that “we wanted our lawyers to have a more advanced technology for document review and we wanted to reduce turn-around times, improve quality, and give us more agility and control.”

Improving the handling of eDiscovery data requests was the top priority, but the firm recognized an opportunity to support emerging data and regulatory requests by leveraging its investments in people, processes, and technology. These projects often have similarities to eDiscovery in terms of the types of data and the need for advanced analytics to identify relevant material, but they have meaningful differences in budget, timelines, objectives, and stakeholders. With this in mind, the firm deliberately selected technology that was dynamic – supporting a wide variety of file types, gathering a comprehensive metadata profile, and providing advanced API options. The Director described their process by saying that “we don’t ask what the tool does... we ask what we can make it do.” By investing in the capabilities and capacity of its practice support team, the firm delivers core functions better while also building the resources and expertise needed to efficiently answer new questions. The Director continued, “This is the future for my team... data is gold, and we are data experts. So, I like to give my experts access to technology to respond to new challenges with data.”



The Challenge

Supporting more data requests from clients and internal stakeholders required the practice support team to deliver a more scalable and consistent service. The growing data volumes and complexity of requests demanded stability, control, efficiency, flexibility, and auditability. The Director of Global Practice Support explains, “If we have to revisit the matter 8 years later, we need to be able to review and explain every step. It can’t be an art; it has to be a science.”

This transformation created specific requirements for the team’s technology stack, including:

- 24/7 operating window
- Support for thousands of file types
- Comprehensive metadata profiles
- Templated workflows
- Strong role and access controls
- Best-in-class API connectivity

The firm highlighted that this change created exciting new opportunities for their team as well, saying “advanced tools and automation give your team more growth opportunities - design, performance optimization, project consulting - and a sense of delivering real progress towards a vision.”

The Solution

To deliver this vision for supporting data requests from clients and internal business units, the firm invested in Nuix Workstation with Rampiva Automate. The firm produced processed client data for service partners to host in Relativity and hosted data for internal matters locally in Nuix Discover.

The Director of Global Practice Support remarked on the speed of the transition, saying, “when you think about automation from a technology perspective, it seems like a heavy lift - 12 to 18 months. Partnering with Nuix and Rampiva, we got great results within 6 months.” She highlighted four considerations that helped ensure a quick rollout:

- Internal firm buy-in based on the team’s previous successes
- Strong project management during the procurement and deployment process
- Prioritizing expertise and operational maturity when selecting technology partners
- Clear expectations set with technology partners and internal users

Nuix Workstation’s efficient and scalable processing turns more than 1,000 file formats and source types into meaningful information, extracting the content, metadata and context of each item. Customers use Nuix Workstation for litigation, forensic investigations, information governance, government oversight, mergers and divestitures, compliance, data and email migrations, and regulatory enforcement and response.

Leveraging Rampiva Automate to help power Nuix Workstation has been essential to the firm’s successful transition. Rampiva augments the standard Nuix Workstation interface by providing a web-based job queuing system that manages hardware and license resources to run pre-defined workflows. This platform helped the team deliver quality results at scale.



“The explosion of unstructured data places an increasing burden on the enterprise to sort through massive volumes of content gathered, generated and exchanged daily. Growing data volumes, new file formats, fragmented devices and cloud services make this vital task ever more complicated.”

Matthew Geaghan, Head of Legal Sales at Nuix

Impact

In the first 12 months of running NuiX and Rampiva, the firm was able to support over 550 projects and delivered initial results for review in less than 24 hours for 95% of projects. 82.4% of all processed data was run with automated workflows through Rampiva, saving the team an estimated 110 hours in analyst time. Additionally, 81% of operations ran outside of business hours, between 6PM and 8AM, which would not have been possible without Rampiva Automate.

The new environment also allowed the team to rethink roles and responsibilities. By reducing the amount of analyst time required to click through processing settings and double-check workflow steps, the team had more time for project management, case consulting, and solution design. The team has been able to automate workflows for:

- File Release Requests: Collecting, processing, and staging of data to be reviewed before being released to another law firm.
- Data Consolidation: Copying, transferring, and logging of data from local hard drives to centralized firm storage
- Case Administration: Updating versioning and archiving legacy projects on low-cost storage

By automating routine parts of a process, we build trust, skills, and culture – all of which help shift the default approach to one that prioritizes automation. The Director of Global Practice Support emphasized the impact for her team's culture "We've used automation to take away the pain of the day to day, and it's unleashing a lot of creativity and new approaches, which is a lot of fun."

"Empowering data experts to develop innovative workflow solutions and solve complex challenges makes quality data analytics more accessible to more teams and on more projects."

Daniel Boteanu, CEO of Rampiva Global, LLC





To learn more, please contact sales@rampiva.com



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