

Case Study

legal

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Achieving an Expedited Review of Documents in a Network Data Breach Case with Ricoh's Managed Review Services

Ricoh's Managed Review Services delivered a scalable and effective means to overcome a challenging set of document review circumstances, enabling outside counsel to accomplish an expedited review of documents and deliver exceptional legal services for its client organization.

ABOUT THE CUSTOMER

The customer provides support to disabled persons through agencies in multiple states. Services provided by the organization include case management, vocational services, affordable and accessible housing and residential support. The organization partners with donors and volunteers to ensure the success of its mission to enrich the lives of persons with disabilities.

CHALLENGE

The organization discovered it was the victim of a phishing scam on its network that breached confidentiality with regard to personal health information (PHI) and personally identifiable information (PII) of clients, donors and employees. The organization's outside counsel contacted the Ricoh legal services team to perform an initial review of more than 77,000 multi-page documents that had been identified as potentially containing PHI and/or PII. The purpose of the review was to log relevant documents and compile a comprehensive index of names and types of information compromised so that appropriate notification letters could be sent to the individuals affected.

Complicating the challenge was the fact that the Ricoh legal services team was engaged on the Friday before Thanksgiving and the review needed to be completed in a short 13 day time frame, which included two weekends and the holiday, in order to comply with HIPAA requirements.

CHALLENGE

- Perform an expedited review of documents as a result of a data security breach
- Provide experienced reviews by individuals familiar with PII and HIPAA requirements

SOLUTION

- The Ricoh legal project team expertise and Managed Review Services
- Hosting and production services with Ricoh's Relativity Review Platform

RESULTS

- A timely and comprehensive list of relevant data
- Cost effective review of documents

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SOLUTION

The Ricoh project management team utilized its Managed Review Services to accomplish the task. With Managed Review Services, Ricoh and its staffing partner coordinate and expedite the initial review of documents for organizations and law firms, providing licensed attorneys, secure review centers and expert project management to accomplish the task quickly and efficiently.

After being contacted by outside counsel on the Friday before Thanksgiving, the Ricoh legal project management team had an electronic document review site with customized coding templates for the project ready for use by the outside counsel's attorneys and reviewers on the following Monday. A team of 81 attorneys began reviewing more than 77,000 documents on Tuesday. Over the course of four days, they coded approximately 50,000 documents with regard to the types of PHI and/or PII they contained, such as social security numbers, health information and financial data. A smaller population of documents were assigned to the organization's outside counsel for a final determination of content.

A third batch of 4,200 documents were made up mostly of Excel files with extensive content—mostly more than ten individual entries of PHI and/or PII. This review was completed on the Thursday following Thanksgiving with the coding merged into the master file the same day. With the master list, the outside counsel was able to quickly create notification letters tailored to applicable legal requirements based on the PHI and/or PII involved for each individual.

RESULTS

With the Ricoh legal project management team's expertise and the expedited review made possible by the Managed Review Services, the organization's outside counsel was able to accomplish an accurate and thorough initial review of documents involved in the confidentiality breach successfully, meeting the tight deadline for regulatory notification despite the intervening weekends and holiday. Ricoh's Managed Review Services delivered a scalable and effective means to overcome a challenging set of document review circumstances, enabling the outside counsel to accomplish an expedited review of documents and deliver exceptional legal services for its client organization.

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