

Petrochemical  
company



# The Road to Review - Insights, Accuracy & Cost Control

## About the customer

Employing over 2,900 people globally and headquartered in Calgary, Alberta this petrochemical company is committed to developing products and solutions that contribute to the sustainable use of plastic products.

## Challenges

- Streamlining the process of identifying documents needed to support the company's legal strategy from a large collection of data
- Timely access to key information while eliminating irrelevant and redundant data



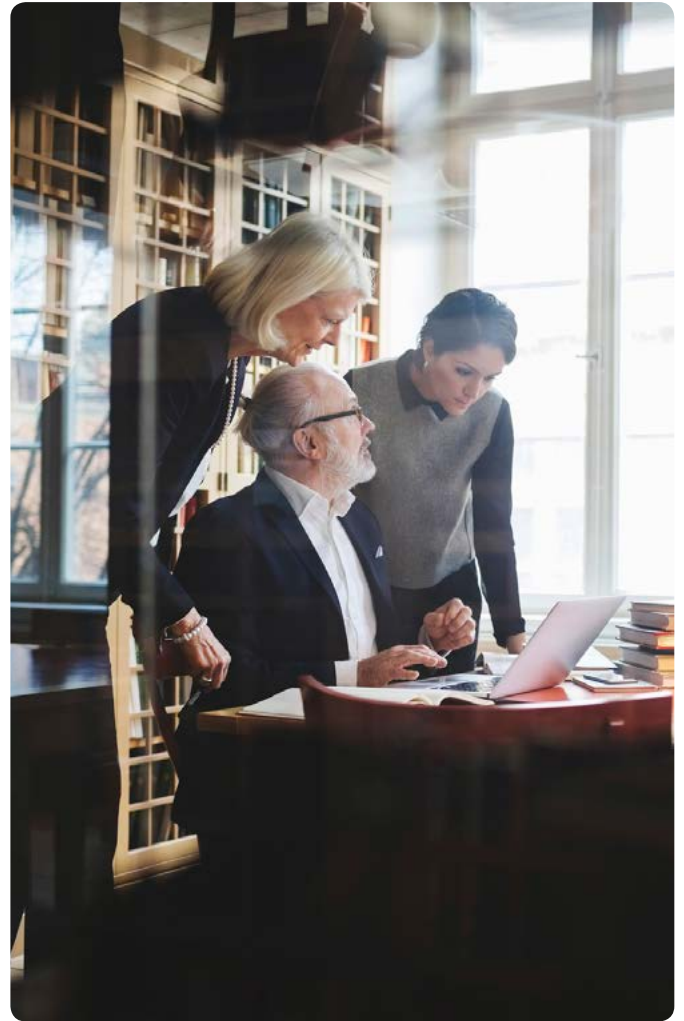
**Ricoh customized a full-service eDiscovery solution for one of Canada's leading Petrochemical companies to support their legal strategy during a high-value litigation.**



Litigation can vary tremendously in scope, resulting in vastly different data identification, preservation and collection processes. Data is the backbone of an organization, and a huge amount of data is created each day. Without the resources and an eDiscovery system in place to allow companies to gain a deeper insight into their electronically stored information, reviewing and protecting data can become a challenge and potential vulnerability.

## How we helped

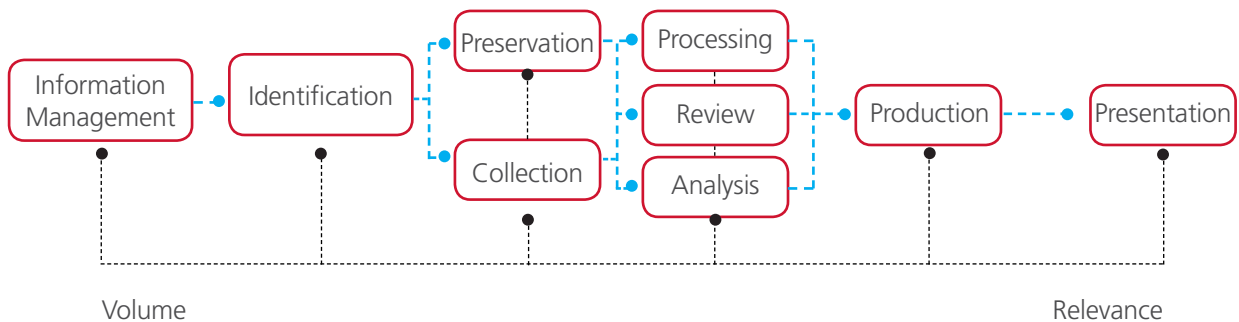
- Implemented a strategic discovery workflow for 130TB across four data centres in Canada, utilizing ActiveNav Discovery Centre Content Compliance that yielded 6TB of in-scope data, which significantly reduced the customer’s overall costs
- Provided Ricoh eDiscovery’s Early Case Assessment and enhanced data culling workflows to simplify the process of identifying, categorizing, and prioritizing key documents for review
- Deployed a sophisticated Intelligent Review solution and leveraged Relativity’s Active Learning by Ricoh for better insight, transparency and overall cost control



## The road to review

Prior to beginning the document review, a 3-step process was required – discovery analysis by ActiveNav Discovery Centre Content Compliance, application of Ricoh’s Early Case Assessment and review set identification.

Our experienced review lawyers and technology experts worked collaboratively with the client’s legal team to develop and customize review workflow solutions designed to efficiently deliver key documents based on their legal strategy and needs.



Ricoh’s team developed and customized a full-service eDiscovery solution for the client extending across the entire eDRM model



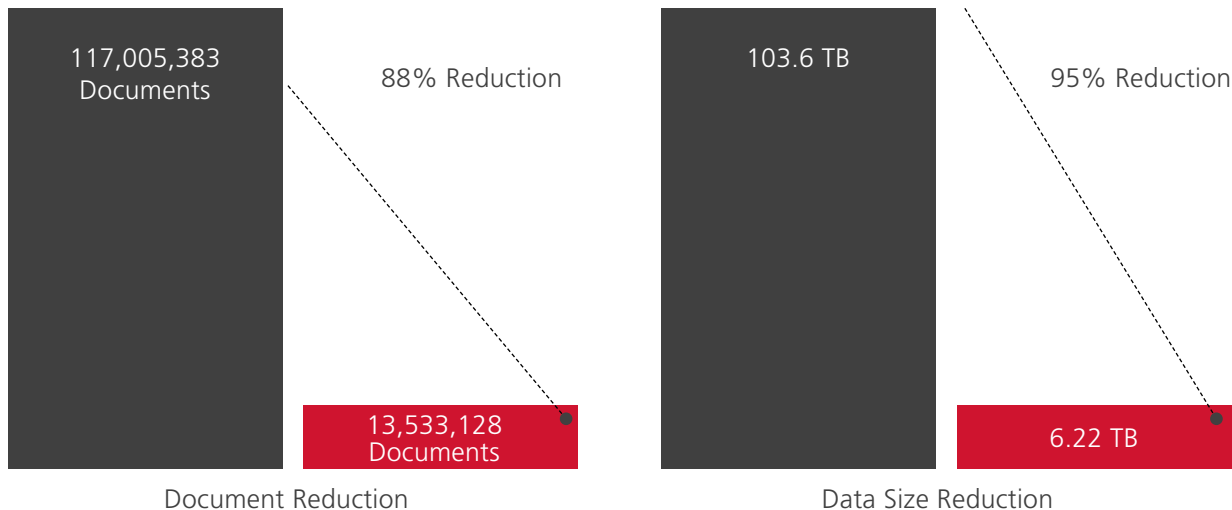
### Step 1 – Discovery Analysis by ActiveNav

The first step was to review and identify specific materials and relevant records required for the case from within a much larger set of documents.

Effective information management is critical to achieving and maintaining compliance aligned with privacy, legal and regulatory requirements. Therefore, getting electronically stored information in order at the earliest stage of litigation is essential to mitigate risk and expenses.

Ricoh's eDiscovery team worked in coordination with ActiveNav to significantly reduce the initial collection of documents for review and in locating relevant, non-privileged and non-confidential documents.

With Ricoh and ActiveNav's data analysis, over 130TB of unstructured data were assessed across four data centres in various locations across Canada which resulted in a 95 per cent reduction in data size and an 88 per cent reduction in document count.

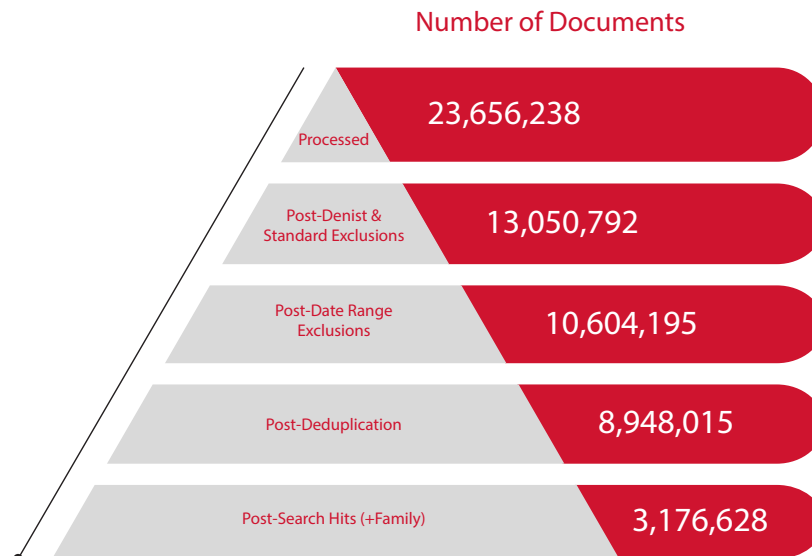




## Step 2 – Ricoh’s Early Case Assessment

Our Early Case Assessment (ECA) tools empower legal teams to quickly process and assess targeted case data to provide more timely access to key information while eliminating irrelevant and redundant data, thereby enhancing the expediency and quality of the review process.

Ricoh’s experienced team used the ECA tool for the collection, processing, excluding, and searching of the documents identified by ActiveNav in step one. In addition, our team received an additional 30 per cent volume of documents for review from the original set of data that was managed at this phase.



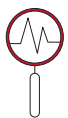




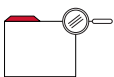
### Step 3 – Ricoh Review Set Identification

Our review set identification involved working with the client’s legal team to plan, create, and execute 173 custom searches over multiple existing and additional data sets, as well as applying other search strategies to identify the most likely relevant data.

A total of 308,365 documents were identified for review, equating to a 95 per cent reduction in documents under potential review scope.



173 Unique Custom Searches created and executed over 6 million documents and 4.3TB



308,365 documents identified for review = 95 per cent reduction

### Intelligent Review

The 3-step process gave us a deeper understanding of the final documents for review, objectives and any other substantive issues. This enabled us to put together a review team from our diverse roster of over 250 review lawyers recognized in good standing with Law Societies across Canada.

Our highly experienced team worked collaboratively with the client’s legal team to define the most appropriate workflow for their specific document set and review objectives that balanced efficiency, accuracy and cost-effectiveness.

We analyzed and reviewed the documents over six rolling sub-phases and identified those relevant to the main and sub-issues as outlined by the client’s legal team. Our team also identified fully and partially privileged and/or confidential documents. Finally, we applied redactions where necessary, utilizing a combination of advanced analytics including Active Learning as well as a customized email threading, MD5Hash, duplicate analysis, segregation and propagation workflow.



## A team you can trust - Ricoh's Intelligent Review team

<p><b>Review in your language</b></p> <p>Ability to conduct reviews in over 15 different languages.</p>	<p><b>Diverse skills</b></p> <p>Obtained degrees in over 20 different disciplines in addition to their law degrees.</p>	<p><b>Global expertise</b></p> <p>Our team has been called to the bar in more than 10 geographic areas.</p>
<p><b>Extensive project experience</b></p> <p>One-third have each completed over 50 projects — and counting!</p>	<p><b>Industry experience</b></p> <p>Our team has an average of over ten years of legal experience across diverse industries.</p>	<p><b>In-depth legal knowledge</b></p> <p>Each has past and/or current legal practice experience in 20 different areas of law.</p>

### Results

- Ricoh was able to complete the review 20 per cent below budget
- Approximately 2,700 review hours (\$280,000 saved)
- 350 redaction hours (\$50,000 saved)
- Combined document review savings of approximately \$330,000



Ricoh was able to complete the review 20 per cent below budget despite having received 30 per cent additional documents for review than originally estimated. By fully utilizing the available technology and employing a separate metadata analysis and redaction propagation workflow, we were able to save approximately 2,700 review hours and 350 redaction review hours otherwise required to manually apply the requisite redactions. This totalled a combined savings of approximately \$330,000.

Ricoh's Intelligent Review and our experienced team use an analytics-driven and systematic approach to document review that provides insight, transparency and cost-control. Our customized review solution was specially curated to meet the unique requirements of the client, regardless of the size of the case. Furthermore, our review lawyers carried out ISO-certified quality control measures on the team's output to ensure data accuracy and consistency.

Once our review team completed the review, they created customizable searches to help the client complete any other necessary second-level review work or to aid their legal strategy pertinent to the litigation case.

**Explore our legal services and solutions or contact us for more information.**



[www.ricoh.ca](http://www.ricoh.ca)