



Reducing Spend with Quality Control

A MANAGED REVIEW CASE STUDY



THE SITUATION

The client needed to review approximately 120,000 documents in multiple languages for responsiveness and privilege for production to a government agency. In an effort to reduce the review universe and total review hours, the client proposed using search terms which the government agency neither approved nor denied - leaving the client with a difficult decision on how to proceed in the most efficient, yet cost-effective way.

THE SOLUTION

ID employed email threading to group email conversations together into logical threads and language identification to separate email threads based on the languages therein and batch these records for the review team fluent in the corresponding language.

Documents reviewed by the first level review team went through ID's quality control (QC) workflow and were then subject to the second level review workflow, conducted by the client's retained counsel. Retained counsel confirmed that the QC performed by ID was a valid replacement for their second level review. As a result, retained counsel reviewed only records identified as key documents and performed high level checks prior to each production.

THE RESULT

Had retained counsel continued the second level review, the review would have included approximately 15% of the universe. However, their confidence in ID's QC abilities and project management team allowed retained counsel to ultimately review closer to 2% of the universe, saving the client over \$140,000 in overall review costs.

\$140k+

in cost savings using ID for second level review.

