eDiscovery

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Case Study: How One Law Firm Successfully Adopted an eDiscovery Platform That Kept Them Competitive in the Marketplace Providing Remarkable Value to Their Clients

In order to support their growing litigation practice, the lawyers at Garvey Schubert Barer, PC realized they needed to make some changes to their eDiscovery workflows and software. The changing landscape of litigation over the last several years revealed a knowledge gap in some firms and Garvey Schubert was determined to make the investments necessary to keep their firm as competitive as possible.

The firm's smaller matters were being plagued by costs that couldn't be recovered due to antiquated software and insufficient training. The more complex matters were being outsourced to service providers who sent enormous and unpredictable monthly invoices that certainly didn't sit well with clients.

The litigators at Garvey Schubert were aware of client frustration in regards to those unpredictable costs, so they sought a way to refine their eDiscovery processes and potentially even recover the outside costs they were helplessly passing on to clients. The firm pulled together a team of resources including lawyers, paralegals, and IT.

A Unique IT Professional Thrown into eDiscovery

About 25 years ago, an IT professional by the name of Esther Sugai joined Garvey Schubert. Among her many responsibilities at the firm, Esther soon found that a huge chunk of her time was taken up by a quirky piece of software used by litigation teams called Summation which was not well liked. She had to learn about Summation while juggling all her other IT duties. Esther would receive data dumps of digital files and documents that she was expected to load into Summation but, as she put it, "It was a bit of a mess and very frustrating."

While getting data into Summation was frustrating, so was getting files out. Esther struggled with creating production sets which would typically require multiple attempts before everything was acceptable. There would be numerous glitches that required a lot of Esther's attention throughout the day and even over weekends.

Was There a Better Way to Manage eDiscovery?

Looking for a better way, the litigation chair at Garvey Schubert heard about Digital WarRoom and commissioned Esther to seek out more information about it. There were several internal meetings to discuss the firm's eDiscovery challenges and whether Digital WarRoom was the right fit.

One of the most appealing benefits with Digital WarRoom was that the firm could keep full control over the workflow and logistics of their eDiscovery duties while offloading the network and hardware headaches. They could access Digital WarRoom through the cloud while still maintaining full oversight on how and when they uploaded data, set up reviews, and exported productions.

The light bulb truly lit up when the firm realized the "in-house" work was billable to their clients at reasonable (and predictable) rates while still allowing the firm to benefit from some additional revenue.

Digital WarRoom Case Study Authored by: Brett Burney

In his role as a consummate eDiscovery consultant, Brett Burney comes in contact with a wide variety of tools and software used in litigation matters. That experience has enabled Brett to write about the eDiscovery industry and review multiple products as the Editor-in-Chief for the Legal Tech Publishing Division of Legal Tech Media. Brett also works with law firms and corporate legal departments to help them navigate the challenges they face in collecting, processing, reviewing, and producing electronically stored information involved in litigation matters and investigations.

A Law Firm On The Move...

Since its founding in 1966, Garvey Schubert Barer focused on results-oriented legal counsel for clients to help them solve problems, create new business opportunities, and mitigate risks associated with litigation. In June 2019, the firm combined forces with Foster Pepper LLC to form Foster Garvey, PC. The combined firm now has over 180 attorneys in six offices through the Pacific Northwest with a national reach.

**A Successful Rollout
and Terrific Training**
The firm eagerly adopted Digital WarRoom, and everyone connected to the software through Microsoft Remote Desktop to servers that were specifically dedicated to Garvey Schubert. There was no need to install Digital WarRoom software on individual computers at the firm, or bother the users when an update was required since they always had access to the most up-to-date version.

Esther had some specific demands for Digital WarRoom when it came to training. She wanted to ensure the software and accompanying workflows were sincerely embraced and adopted across all of their offices. Instead of training everyone at the same time, Esther requested Digital WarRoom break down the training for each office, but include BOTH attorneys and paralegals so they could hear each other's questions and comments.
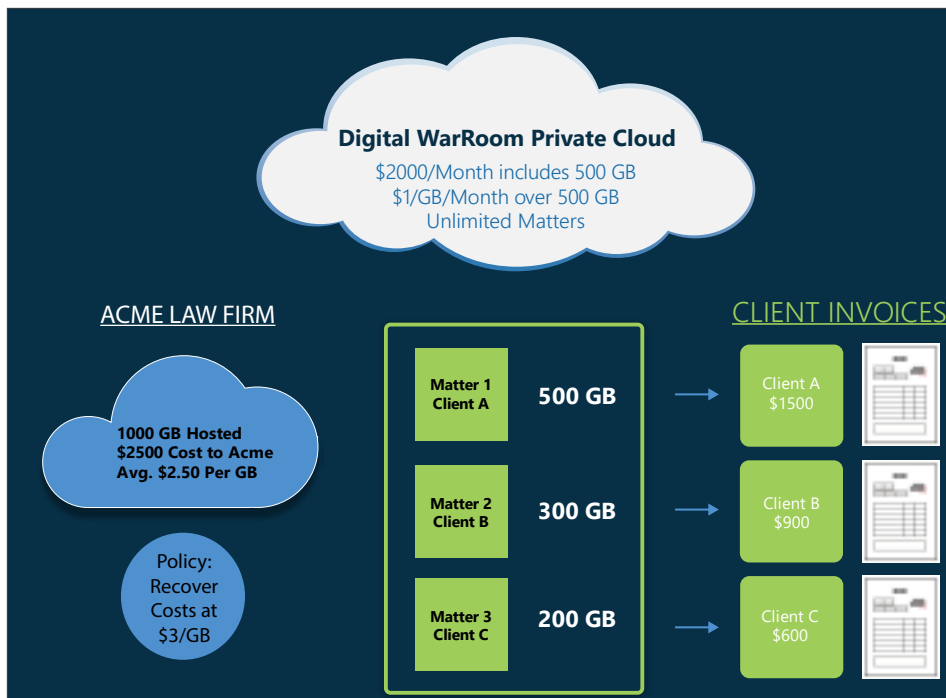
"Digital WarRoom went over and above to ensure the training went well for each office," reported Esther. Training went so well, in fact, that Digital WarRoom doubled their presence at the firm within 6 months. "I can't say enough about how Digital WarRoom accommodated us during the software rollout and training," stated Esther.

Searching for the Right Words
"One feature we came to like was the fact that we could run the searches ourselves

Bill Gallivan, CEO of Digital WarRoom, on Esther's role at the firm...

"Picking appropriate technology for a firm's needs is NOT the hardest challenge. The real challenge was integrating Digital WarRoom technologies into the firm's culture and workflows to ensure the firm's clients were delighted and the firm's partners were able to market and manage profitable practices. Esther rolled out the training and matter practice templates for each litigation group in the main office and enlisted champions in each office. "

Training from Digital WarRoom

Digital WarRoom offers unlimited, personalized training sessions in your first month of using the platform. You can schedule multiple, personalized screenshare trainings during your first month to ensure your team is using everything properly and completely. Plus all customers get complete access to all support documents including user guides, training videos, and blog articles.

Here you can see how the Digital WarRoom Private Cloud allows Acme Law Firm to not only recover some of the costs of hosting and reviewing the data for litigation matters, but Digital WarRoom makes it easy to break down separate invoices for each individual client.

and cull the documents, then see the results and export them to Microsoft Excel," commented Esther. "We would run keyword searches on documents and use the Excel export for negotiating with the opposing counsel." In addition, those same search tools helped teams understand how they could reduce an overwhelming corpus of documents down to a manageable size for review.

"Searching in Digital WarRoom was easier than Relativity," stated Esther, noting how the "big long search screen" in Relativity was difficult for paralegals and attorneys to navigate. While the Relativity databases were hosted by outside service providers that could run searches for them, it would take a day or two for a search to be completed and the results delivered. With Digital WarRoom, attorneys and paralegals could run searches themselves and immediately analyze the results without having to wait.

Mission Accomplished: Costs Recovered
Because of Esther's unrelenting commitment to overseeing the deployment, training, and workflow development with

Digital WarRoom, the firm was paying far less using Digital WarRoom than they were for hosting similar matters with outside service providers.

Additionally, Esther praised Digital WarRoom for their willingness and ability to divide the invoices so charges could be apportioned to the appropriate matter and client. "We talked about billing a lot with Digital WarRoom and they would break down the invoices so we could see how data was stored for each matter," stated Esther. That was a huge relief for attorneys who had to explain and describe each expense to their clients.

Needless to say, Digital WarRoom was a smart move for Garvey Schubert on several levels. While the firm has grown and Esther has moved on, the work that she put in place continues to carry the firm forward as a leader in the litigation and eDiscovery space.

Bill Gallivan, CEO of Digital WarRoom, on Esther's involvement with eDiscovery pricing...

Esther worked with the firm's Partners to develop an expense recovery philosophy and then delivered eDiscovery metrics to accounting that could be added to the practice support professional hours every month for client invoices. Fees were extremely competitive relative to outside vendors since requests no longer had to be translated to outside project managers and speed also improved significantly. Client discovery bills were dropping while the firm captured all of those fees.

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