

# Driving Efficiency in HSR Second Request with ChatSmart

---

CASE STUDY



LIGHTHOUSE

# A global engineering firm leveraged ChatSmart™ to process and review a large volume of Microsoft Teams and text message data to meet a pressing Hart-Scott-Rodino (HSR) Second Request deadline.

## What They Needed

A global engineering firm was faced with more than 100K Microsoft Teams chat messages and over 80K text messages that needed to be quickly processed and reviewed to meet a demanding production deadline in response to a HSR Second Request. The company had no way to reliably and accurately process and review this volume of chat and text messaging data, especially within the time frame required.

## How We Did It

Lighthouse offered our innovative technology, ChatSmart, as the only comprehensive chat message review product on the market that can defensibly and effectively parse and cull this type of data in a way that exponentially expedites review.

Our Lighthouse team evaluated the data set and conferred with the client to discuss the content and the two sources from which it was collected: Microsoft Teams data (collected via Microsoft Core eDiscovery) and text message data (collected via Cellebrite).

Next, we began pre-processing and parsing the 100K+ Microsoft Teams chats and the 80K+ text messages via ChatSmart. ChatSmart pre-processing technology provides message-level deduplication, and links modern attachments to messages so family relationships remain intact. It also groups individual records associated with text or chat into 24-hour transcripts.

Lighthouse then ran both datasets through Nuix, our chosen ediscovery processing technology. Because ChatSmart processing groups individual records into transcripts, Nuix was able to further cull the dataset by deduplicating those transcripts.

Finally, we loaded the newly integrated and threaded chat messages into Relativity, adding the ChatSmart viewer plugin. The team quickly suppressed and filtered out system events (such as Microsoft Teams joining/leaving notifications) using the dynamic search and filtering feature of the ChatSmart interface. The combination of Relativity and ChatSmart enabled the company to organize the remaining chats in chronological order and view only the substantive data in a familiar, user-friendly interface.

# 85%

DOCUMENTS REDUCED

# 3,200+

REVIEW HOURS SAVED

# \$160K+

REVIEW COST SAVINGS

## The Results

Lighthouse ChatSmart reduced the company's text messaging and Microsoft Teams data burden by 85%, and met their production deadline.

Pre-processing using ChatSmart reduced the company's data burden from over 100K to a more manageable 18K Microsoft Teams chat messages, and from more than 80K to 20K text messages.

Further processing and deduplicating in Nuix reduced the company's data burden by an additional 11K documents. This left just 14K Microsoft Teams documents and 13K text message documents for review.

In total, using ChatSmart for efficient and effective chat and text messaging review saved the company 3,200 hours of review time, and total review cost savings were over \$160,000. In the end, our client was able to defensibly meet its HSR Second Request production deadline weeks ahead of schedule by utilizing this revolutionary technology.



## About Lighthouse

For 25 years, Lighthouse has provided innovative software and services to manage the increasingly complex landscape of enterprise data for compliance and legal teams. Lighthouse leads by developing proprietary technology that integrates with industry-leading third-party software, automating workflows, and creating an easy-to-use, end-to-end platform. Lighthouse also delivers unique proprietary applications and advisory services that are highly valuable for large, complex matters, and a new SaaS platform designed for in-house teams. Whether reacting to incidents like litigation or governmental investigations, or designing programs to proactively minimize the potential for future incidents, Lighthouse partners with multinational industry leaders, top global law firms, and the world's leading software provider as a channel partner.

**Contact us to find out what Lighthouse can do for your business.**

(206) 223-9690 | [lighthouseglobal.com](https://lighthouseglobal.com) | [info@lighthouseglobal.com](mailto:info@lighthouseglobal.com)