

Lighthouse's Managed Service Solution Delivers More Than \$13 Million in Savings over Six Years

CASE STUDY



By providing staffing, software, infrastructure, process, and overall management in support of driving efficiency for a client's internal workflows, Lighthouse provided a fast-moving technology company with millions in savings.

What They Needed

A rapidly growing technology company needed support to meet its equally fast-moving ediscovery obligations. As the company experienced significant growth in employees, teams, and other internal organizational procedures, it also saw the number of cases and internal investigations expand exponentially. These growing obligations created a need for stricter budgets and processes throughout the organization to ensure defensibility, efficiency, cost savings, and control. The client needed a partner to help them develop their program and ensure it was tailored to their future expected state.

After working closely with the client for a few years, Lighthouse approached the client with our Managed Services solution to meet their growing discovery needs, keep processes organized, as well as provide further cost savings. This particular solution was one in which Lighthouse assumed responsibility for nearly all of the client requirements – staffing, software, infrastructure, process, and overall management.

After discussing with the client and assessing their specific needs, we shared a detailed cost comparison between what the company's expenses would have been under a typical ediscovery approach and what they looked like under the Lighthouse Managed Services model. The results were far beyond what the company had anticipated and the client agreed to move forward with the MSA.

How We Did It

Once the MSA was signed, Lighthouse's Onboarding team worked with the client on both program-level and matter-level goals. As part of this process, Lighthouse built out and implemented a process around the client's way of managing ediscovery. The Onboarding team then connected the client to a specific team of service delivery members who would manage all their casework from then on and help them build their ediscovery program.

Due to the client's need for revamping processes and budgets, our teams started with the following:

- **Developed a playbook and workflow documentation.** Our teams prepared an Operating Model to help standardize certain processes

\$13.6M

COST SAVINGS

99%

ACCURACY RATING

"THERE WERE SIGNIFICANT COST SAVINGS FROM THE MANAGED SERVICES APPROACH. AND, PERHAPS MORE IMPORTANTLY, THE QUALITY OF THE WORK FROM LIGHTHOUSE WAS JUST FANTASTIC. AT THAT POINT, WE REALIZED THAT IT WAS A NO-BRAINER FOR US TO GO TO A FULLY OUTSOURCED MANAGED SERVICES AGREEMENT WITH LIGHTHOUSE."

COMPANY'S EDISCOVERY PROGRAM MANAGER

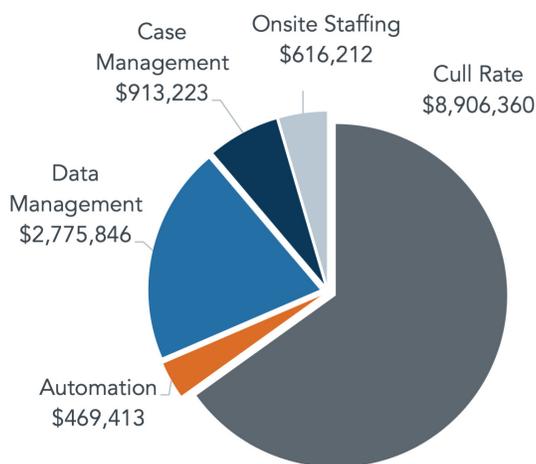
related to the client's approach. By creating repeatable and scalable processes, we found a balance between tailoring our approach to case-specific needs as well as employing standards to minimize cost and ensure defensibility.

- **Revamped client's data management processes.** This involved the creation of data collection protocols and documentation, data intake and inclusionary filters, and database transfer management by our Advisory Services team. For example, Lighthouse created custom solutions around the conversion of legacy email data that was in a format that was no longer supported.
- **Provided data minimization and review templates and processes.** Our teams provided search and review database templates, user access and security standardizations, privilege handling, and the automation of special data handling. We also built a process around data minimization and defined scenarios for when to use technology assisted review to minimize review costs.
- **Built forensic analysis solutions.** We deployed a departed employee program and built red flag reporting based on the client's specific needs. This allowed the client to better assess the risks associated with specific departed or onboarded employees as well as next steps.
- **Implemented internal training programs.** These were created to ensure ongoing training, including continuing legal education (CLE), technical training, and instruction on how to leverage technology assisted review.
- **Created billing and budget integration as well as specific reports.** Lighthouse conducted quarterly and annual client budget forecasting, ensuring seamless billing alignment and integration. In addition, we created the following reports for this client:

"WE ARE ABLE TO WORK WITH A DEDICATED SUPPORT TEAM THAT USES THE ABSOLUTE LATEST TECHNOLOGIES AND BEST PRACTICES, AS WELL AS PROVIDES RELIABLE COST FORECASTS TO REIN IN OUR SPENDING ON ANCILLARY SERVICES."

COMPANY'S EDISCOVERY PROGRAM MANAGER

ROI BREAKDOWN



Cull Rate: Documents removed from review through advance search reporting and consulting.

Data Management: Total cost reduction from network storage (including back ups).

Automation: Total cost reduction from automated processes.

Case Management: Total cost reduction from workflow management and consulting.

RESULTS

- 40,704,882 Searched and analyzed documents
- 36,737,781 Documents removed from review.
- 97% Achieved cull rate
- \$13,671,042 In cost avoidance and minimization
- 9/10 Average client satisfaction

- Total eDiscovery Spend: Our team created and delivered detailed reports on the total amount spent on ediscovery work and forecasts anticipated for future spending on ediscovery work.
- Return on Investment: Finally, we provided both quarterly and annual ROI presentations based on actual expenditures, offering cost containment planning recommendations in the process

The Results

Overall, the client has continued to reap the benefits of our Managed Services solution, more specifically, they have seen a couple significant results:

Significant cost savings from 2011 to 2017. Our team has achieved a documented reduction in the client's ediscovery costs by ~ \$13 million, including measurable savings from data culling, automation of processes, data management, case management, and onsite support.

Unmatched quality metrics. Each year our team supports the client on dozens of matters per month, performing thousands of tasks, collecting tons of data sets, ingesting multiple TBs of data, and searching and analyzing millions of documents. Despite the large volume of data, and intense technical support work required, our teams achieved a 99% accuracy rating across thousands of ediscovery related tasks.

The client continues to be satisfied with this model and renews every two years, as well as sees more and more savings each year.

"I'VE WORKED WITH
A DOZEN OTHER EDISCOVERY
VENDORS THROUGHOUT
MY CAREER AND
LIGHTHOUSE'S ACCURACY
AND TECHNICAL EXPERTISE
IS SIMPLY UNMATCHED
IN THE INDUSTRY."

COMPANY'S EDISCOVERY
PROGRAM MANAGER



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.

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