

Top Ten Global Law Firm Realizes Benefits of Lighthouse Managed Services

CASE STUDY



A large international firm overcomes cost and technology access challenges by leveraging Lighthouse Managed Services as their one-stop shop for subject-matter expertise, dedicated support, and best-in-class technology.

What They Needed

After years of carrying hefty infrastructure costs and operating with limited access to emerging ediscovery solutions, one of the ten largest international law firms decided to conduct an RFP to find a new ediscovery partner who would allow them to advance their existing ediscovery program without being burdened by cost and access. In particular, the firm was interested in gaining access to a wide-range of subject-matter experts in areas such as forensics and information governance and leveraging innovative new technologies in areas such as analytics and chat, while keeping a predictable cost model that would allow for cost recovery. To further complicate things, they had less than two months to migrate all of their existing data to the newly selected vendor before they would have to renew payments with their existing vendor.

How We Did It

Lighthouse's Managed Service solution was selected, as we were able to meet their primary needs, deliver within their tight timeline requirements, provide a wide-range of subject-matter experts, supply best-in class-technology to drive automation – such as third-party tools like Nuix, Relativity, and Brainspace as well as Lighthouse Spectra and SmartSeries® – all for one predictable, recurring price. Another significant benefit was the fact that Spectra would enable the firm to administer matters autonomously, while getting data into a review platform at a much greater speed than ever before.

After the selection process, Lighthouse immediately tackled migrating over 130 cases and ~13 TBs of the firm's data from their existing vendor's environment to the Lighthouse environment within the 45 day requirement and without any disruption to case teams. Once the cases were restored, we worked with the firm to develop custom workflows that would allow the new data to flow through active migrated matters seamlessly without loss of deduplication, matter-level settings, or work product.

The Managed Services deployment then involved the development of an ediscovery playbook and intensive training on Spectra, Brainspace, and our proprietary SmartSeries tools that enabled the firm to leverage automated redaction, privilege log creation, chat, singular review tools, and other emerging solutions. Since the time of the launch, the firm has started over 90 new matters, many of which have leveraged analytics and predictive coding. Due to the simplicity and on-demand nature of Spectra, case teams have seen anywhere between a 1 - 4 hour reduction in the time it takes to create a matter and upload the data into the Relativity platform. Further, Lighthouse developed a custom

BEST-IN-CLASS
TECHNOLOGY

RAPID AND DEFENSIBLE
DATA MIGRATION

PREDICTABLE,
RECURRING PRICING

DEDICATED EDISCOVERY
EXPERTS



Relativity template to ensure the user experience in Relativity mirrored the law firm's workflows for continuity and scheduled bi-weekly meetings with Lighthouse's Product Development team to keep the firm's team abreast of new features on the horizon as well as allow the firm an opportunity to influence the overall product roadmap.

In conjunction with the above, we set up predictable, recurring billing practices and developed custom reports around the firm's matters and metrics. This, in turn, has allowed the firm to manage cost recovery and integrates with their billing for a more seamless and efficient process.

The Results

Overall, Lighthouse Managed Services has allowed this global law firm giant to migrate to one vendor, access a wide range of experts, rely on one dedicated support team, and leverage best-in-class technology – all for one recurring, predictable price.



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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