



In the first year of the managed eDiscovery services program, Avalon provided \$70,000 in savings while also handling 25% more in data processing and hosting.

A large manufacturing company based in the Midwest lost control of its sensitive data and eDiscovery costs. It had been trusting outside counsel with confidential data: At any given time, their data was being sent to one of more than a dozen outside counsel and more than half a dozen eDiscovery vendors that either worked directly with the company or with outside counsel.

The Challenge

The company was spending \$263,000 on eDiscovery processing and hosting and related services. Due to the varied nature of how the company was invoiced, all of these expenses were being paid with the legal budget rather than the appropriate divisions of the company.

The majority of document review was being done in Relativity; however, a number of various Relativity environments impeded the company's ability to check on the data security and take advantage of the buying power of their total expenditure.

The Solution

Our experts implemented a managed eDiscovery services program that provided data control, as well as a fixed fee for these services. Case level expenses would also be provided to the company to allow for proper cost allocation across the various divisions of their organization.

Avalon gathered data from multiple departments, including legal, risk management, and human resources, and the following eDiscovery cost information was gathered:

- Costs from vendors the company hired directly
- Costs from vendors outside counsel hired
- Costs billed directly by the firm

Via data collection and interviews with representatives from each department, we identified that none of the outside counsel had been asked about what safeguards were in place to protect the company's data once they received it. We were also able to identify the growth needs surrounding eDiscovery and document review.

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The Results

In the first year of the managed eDiscovery services program, Avalon delivered \$70,000 in savings, while also handling 25% more in data processing and hosting. Outside counsel was directed to use Avalon for all eDiscovery services in order to contain costs. A flat monthly fee was also provided, so the company was able to easily plan for eDiscovery expenses. The company case dashboard provided clear insight into the expenses for the various matters, allowing for proper cost allocation.

Clear hard dollar cost savings, upgraded technology, access to an expert team, and control of confidential data were all achieved through Avalon's managed eDiscovery services program. 🌀



QUESTIONS?

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