



Avalon provided a firm dashboard with case-based metrics that provided a clear path to bill and recover expenses.

A large, regional, civil litigation law firm approached Avalon to discuss their eDiscovery challenges. They were struggling to stay current with the latest tools and trained staff, and to create an internal process surrounding their eDiscovery workflow.

## The Challenge

The firm wanted to properly handle the eDiscovery aspects of their clients' cases without falling into a never-ending cycle of technology investments, and to operate their firm in a profitable manner.

The law firm employed a single litigation support manager who was tasked with handling the technology aspects of all litigation cases. Additionally, they had previously invested in a review tool that was now obsolete. The attorneys and other professionals who had worked in the platform struggled with its user interface and navigation, which made document review difficult.

The firm often tried to process data in house to keep costs down, but was only able to recover about 23% of their total expenditure of employees and technology used to handle the services. There was also no standardization in their eDiscovery workflow: several attorneys used different vendors rather than the in-house solution, some attorneys wrote off billable items for internal services, and every case became a fire drill in terms of how to deal with the electronic evidence to be reviewed and produced.

## The Solution

Avalon analyzed the total hosted volume, likes and dislikes of various tools used by the law firm, and realization rate of the litigation support manager. At no surprise to the firm, we found that there was a range of views regarding how eDiscovery should be handled and billed to the client.

Our experts presented an industry overview about how these services are typically billed and handled, and proposed a managed services solution that would provide the latest technology, as well as a team of experienced eDiscovery team members at a fixed monthly cost.

This cost was far below average industry costs and was tailored to fit the volume needs of the firm. Most importantly, Avalon provided a

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firm dashboard with case-based metrics that provided a clear path to bill and recover the direct case-related expenses.

## The Results

Avalon implemented a managed services solution that provided the firm with access to Relativity, the industry's leading review platform. We migrated all their current active databases (from their obsolete platform) into Relativity and provided in-person training at each of the firm's six offices for attorneys and staff.

The litigation support manager was able to refocus his time to provide case management and consulting rather than handling technology-related issues. His realization rate after program implementation was greater than 90%. The dashboard and Avalon's finance team provided the firm with the ability to identify the exact costs related to eDiscovery and bill their clients for those expenses. 

## QUESTIONS?

For more information on any of our services, please contact:

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