



CBI MANAGED SERVICES LEVERAGED IN UTILITY eDISCOVERY DEAL

Client Profile

Faced with mounting issues related to their eDiscovery practice, a large utility provider of electric and gas services, sought the expertise of a capable and knowledgeable eDiscovery leader.

Utility companies deal with a vast amount of regulatory oversight and mounds of associated documentation. One of the largest U.S. utility providers of electric and natural gas services turned to Creative Breakthroughs, Inc. (CBI) and its Managed Services Team to address the problem of ever escalating legal costs and a convoluted workflow leveraging multiple ad hoc tools.

"We placed a burden on our IT department to address complex legal requests in a timely fashion. Our IT department lacked the tools and resources necessary to carry out the tasks that we required. CBI gave us the ability to arm ourselves with not only the tools required to complete these tasks, but also offered the technical expertise we need to move forward."

-Utility's General Counsel Forensic/eDiscovery Lead

Solution

The first priority of CBI's Services Team was to inventory the client's current technology, processes, policies and procedures, along with past activities, to reveal gaps in the effectiveness of existing solutions. CBI quickly identified the importance for legal to have control of this inventory; not only from a compliance standpoint but also to have the ability to control outsourced legal spend.

The ease of using the Symantec eDiscovery Platform powered by Clearwell allows legal teams to perform defensible legal holds, collections, processing and review of relevant data within a single platform. Clearwell's Chain of Custody reporting enabled the client's legal team to conform to the industry's strict compliance regulations. By combining the Clearwell eDiscovery platform and CBI's Managed Services, this alleviated the legal department's concern over their ability to manage an end-to-end in-house eDiscovery solution. CBI accomplished this by providing the legal department with the technical expertise needed to carry out their daily eDiscovery tasks with minimal impact on their IT department.

"Over the years, my team has taken on numerous projects across multiple different verticals. I cannot think of a project to date that has brought a faster and more significant return on our investment. It has been a truly gratifying experience to partner with CBI and see how quickly we've been able to integrate as a team and attack our collective goals. We are now operating in a defensible efficient manner that has reduced legal operational costs and also provided us the ability to manage the realm of our dynamic legal request."

- Utility Lead Associate General Counsel

"CBI's team has provided us a liaison between our IT infrastructure and our legal process requirements. They understand both the technical and legal side of the eDiscovery process."

- Utility Litigation Support Lead

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Recommendations

In a recent interview with the client, they offered this advice to companies looking to reduce legal costs and bring eDiscovery in house:

"The advice I would give to other corporations would be to first, evaluate your existing eDiscovery workflow and pinpoint gaps that place hardships on your organization. Then, I would recommend documenting those gaps and calling CBI to help assess and design a solution that best fits your requirements. Their service option has proven to be an integral part of the success of our eDiscovery project to date. Coupled with Clearwell, I feel strongly that we hold an industry leading eDiscovery solution in-house today. CBI has provided our legal team the ability to own, manage and maintain our eDiscovery requests from both a technical and legal perspective. Without CBI's knowledge and expertise, we would still be working with ad hoc solutions that would continue to burden our IT, HR and legal departments as well as increase our overall litigation spend."

- Utility's General Counsel Forensic/
eDiscovery Lead

About CBI

CBI manages IT security risk and helps ensure your data is secure, compliant and available. No matter your industry our Subject Matter Experts, tailored assessments and custom solutions help safeguard your organization's information. Our proven process allows you to prepare, manage and navigate issues that can damage your business and reputation.

Let us go to work for you.

"We pride ourselves on our ability to control outsourced legal costs by being able to consistently cull high volumes of non-relevant data. It is important to note that on average 73% of eDiscovery cost is attributed to review. Every piece of non-relevant information removed from a case is instant cost savings."

- CBI's eDiscovery Team



CBI is a Symantec National Platinum Partner and holds all available Symantec Master Specializations.

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