

# CASE STUDY

## DOCUMENT CODING AND REVIEW



## THE CASE

A mid-sized U.S. law firm ("the law firm"), represented XYZ, a popular washing machine manufacturing company, in a class action alleging that XYZ's washing machines have an inherent design defect and that the XYZ continued to sell the machines when it knew of the defect. The original class action sought to represent purchasers who reside in one of the States, but the purchasers have amended their complaint and also seek certification for those purchasers that then also resided in other States. The lawsuit sought to certify classes of consumers that purchased those defective models of washing machines that reside in various States. The Multi District Litigation was assigned to a Federal Court. Before preferring a Motion for Class Certification, in the meantime, XYZ had pursued discovery regarding the extent to which various defective models were involved or, the extent to which XYZ's on-going design changes fixed such defects.

## THE CHALLENGES

Towards completion of discovery, the law firm needed to put together a team of contract attorneys during the approaching Christmas recess to carry out document review of more than 500,000 documents consisting of emails and attachments, engineering drawings (TIFF images), spread sheets, PDF documents to meet a thin deadline.



## THE INSTRUCTIONS

The law firm hired and instructed SKJ Juris to analyse, review and code of over 500,000 documents for responsiveness, privilege and multiple issue categories. The law firm approached an online software provider (“software provider”) and requested for uploading of documents to be made available for review.

## THE STRATEGY

SKJ Juris deployed a team of Indian Attorneys for the document review project. There was one Project manager and one team leader.

The project manager coordinated with the software provider to obtain the required logins for the reviewers. The law firm sent related pleading documents for perusal, discovery requests and its instructions to SKJ Juris. The law firm followed it up by con-calls with team leader in place. The team leader received the instructions from time to time, from the law firm’s point of contact, and apprised the reviewers. SKJ Juris’ IT manager worked towards ensuring that the confidentiality of the documents is secured by deactivating the external drives in the reviewers’ PCs and installing proper anti-virus software for securing the optimal performance of those PCs. The Team also installed firewalls on SKJ Juris server in order to thwart phishing attempts by unknown sources.

## THE RESULT

Using the online software, the reviewers were able to flesh out unexpected details and identified documents that helped the law firm substantiate potential lines of argument with facts. Besides coding responsive (including hot documents) and non-responsive documents, the review team also coded attorney-client privilege and confidential documents. Once review was complete, team leader quality checked the reviewed documents and applied redactions, wherever necessary. Time zone difference made results available at the start of the client’s day, whether resolution of queries / questions and/ or further instructions from the law firm. The clock ran 24\*7 without break across the US and Indian sub continents. The project was delivered by the Project Manager before the approaching deadline.

