

CASE STUDY

Document Review





THE CASE

A mid-sized U.S. law firm (the “law firm”) represented WC in a class action, wherein the purchasers alleged that WC’s front load washing machines had an inherent design defect and that WC continued to sell the machines despite of knowing the defect. The design defect allegedly (a) caused the accumulation of mold, mildew and similar residue within the machine; (b) caused the production of foul and noxious odor that escaped from machine; (c) caused the accumulation of mold and mildew on clothes washed in the machine; and (d) rendered the washings machines unusable for intended purposes. WC pursued discovery to scrutinize the extent to which various defective models suffered mold problems and/or the extent to which WC’s on-going design changes fixed the mold problems.

THE CHALLENGES

The law firm hired and instructed SKJ Juris to analyse and review over 300,000 documents for responsiveness, privilege and multiple issue categories. These documents included emails and their attachments, engineering drawings (TIFF images), spread sheets, PDFs. The law firm approached Relativity® platform provider to be its partner for the purposes of the said document review project.

THE STRATEGY

SKJ Juris deployed a team of 30 reviewers for the said document review project, led by the Project Manager. The Project Manager coordinated with Relativity® platform provider to obtain 30 logins for 30 reviewers. The law firm sent related documents, discovery requests and instructions to SKJ Juris. The Project Manager followed-up with the law firm’s point of contact through con-calls every so often, for receiving instructions and/or resolution of queries, if any. Once review was complete, the documents underwent quality check and redactions were applied, wherever necessary. The project was delivered by the Project Manager before the approaching deadline.



SKJ Juris' IT manager ensured confidentiality of the documents by deactivating the external drives in the reviewers' PCs. The IT Manager also installed proper anti-virus software for securing optimal performance of those PCs, and firewalls on SKJ Juris' server for thwarting phishing attempts by unknown sources.

THE SOLUTION

Using Relativity®, the review team tagged the documents as responsive (including hot documents), non-responsive, attorney-client privilege, and confidential documents. The team was also able to flesh out unexpected details that helped the law firm substantiate its argument in favor of WC.

THE RESULT

The law firm appreciated SKJ Juris' time bound performance and error-free work. Satisfied with SKJ Juris' performance, the law firm continued to offshore various other legal projects in recent times.