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E-Discovery: How Fast is Fast Enough?

Document Solutions, Inc. Pushes The Litigation Speed Limit Going The Extra Mile Very Quickly

NASHVILLE, Tenn., July 26, 2010 – Two opposing forces are squeezing law firms involved in corporate litigation today – volume and speed.

On one side, widespread use of communications technology – especially email – is exponentially increasing the amount of documents that must be reviewed in corporate lawsuits. On the other side, law firms are being challenged to review millions of pages of documents in less time than they formerly had to review thousands of pages.

This incredible leap in speed is made possible by the expanding capabilities of e-discovery software – and just as importantly – by the willingness of e-discovery firms to do “whatever it takes” to meet seemingly impossible deadlines.

Document Solutions, Inc. (DSi) of Nashville, Tenn. is one e-discovery firm leading the way. Witness these feats of speed by DSi in the last few months:

- In order to meet a court-ordered motion to compel, DSi converted approximately 1.4 million pages of information to images and compiled all content in a fully searchable database in less than 72 hours.
- DSi loaded, indexed and searched over 2 terabytes of data (or the equivalent of approximately 150 million pages of information) then reduced this data by approximately 80 percent (from roughly 3.6 million documents to 800,000 documents) by applying intelligent filtering and search protocols – all in just under 48 hours.
- Within less than 24 hours, DSi created a fully searchable database of 1.4 million documents (approximately 7 million pages). Then over the next two days (a Saturday and Sunday – Father's Day, no less), the firm reduced this huge dataset by 98 percent using keyword and date filters. Then at 4 a.m. on Sunday, DSi was asked to reformat all files for a new review platform – and get it done before 6 a.m. Monday – which it did.

“We’re finding that speed often becomes a negotiating tactic between opposing counsel,” said DSi Principal Kevin Tyner. “One law firm might say to the other, ‘If you can collect, process and produce several million pages of documents and get them to us by next Tuesday, then we’ll agree to your accelerated timeline.’ If the law firm challenged is able to meet the challenge, they gain a significant advantage – and that’s where we come in. Our job is to accept the ‘Mission Impossible’ and succeed, which we do quite frequently.”

Playing at this level – which is what is required when you serve Fortune 100 corporations and their law firms, as DSi does – requires more than the latest technology, which DSi has. It also requires an unrelenting commitment to customer service: the willingness to take on and successfully complete impossible missions by using its industry knowledge and experience to create customized processes to meet the specific needs of the matter at hand.

“We’ve always made outstanding customer service our #1 priority by responding quickly to client needs and committing to the highest standards of quality,” said DSi Principal Tom Turner. “You might say that we go the extra mile very quickly.”

And quality customer service is the #1 reason law firms choose one legal technology firm over another, according to the 2010 Law Technology News Vendor Satisfaction Survey released on June 23, 2010.

“Processing millions of pages of documents over a weekend shows that we have perfected our processes and that we have a great team,” Turner said. “We take the opposite approach of many companies. We’re not trying to be the cheapest or the biggest, nor do we ever want to be. We simply want to be the first firm you think of when you want the job done right for a fair price. Clients come to us for results, not excuses. They come back because of a positive experience.”

To that end, DSi has recently upgraded its servers’ storage capacity and its Internet bandwidth, allowing its clients to take advantage of even faster review capabilities and to upload and download information as much as five times faster.

DSi’s commitment to putting the latest technology to work for its clients has also led the company to develop its own software to improve on what is currently available. Three programs are currently in development, with the first release coming out this month.

About Document Solutions, Inc. – <http://Document-Solutions.biz>

Serving nationwide from offices in Nashville and Knoxville, Tenn., Document Solutions, Inc. (DSi) is a litigation support services company that provides a wide range of traditional and technology driven services, including Electronic Discovery, Digital Forensics, Data Recovery, DeDuplication of both digital and paper files, Copying, Photocopying, Printing, Trial Boards, Document Management, Document Scanning, Imaging, Optical Character Recognition and more. From cutting-edge work in digital forensics and e-discovery to extremely rapid imaging and photocopying within the highest quality standards, DSi’s goal remains the same: to make it easier for attorneys to provide their clients with timely, fully informed and well prepared legal counsel.

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