

Case Study

legal



A Global Healthcare Organization Relies on Ricoh's Industry-Leading Capabilities

Expertise and eDiscovery Solutions Provide Critical Litigation Support

The Ricoh team delivered a full range of cost-effective eDiscovery and document solutions for the healthcare organization, providing expert advice and advanced technologies to seamlessly support the global litigation teams.

ABOUT THE CUSTOMER

The customer is a global healthcare products company with manufacturing facilities located in several countries and a commitment to innovation. The company's market-leading products help healthcare professionals deliver the highest standard of care.

CHALLENGE

Ricoh has had a long-standing relationship with the customer, delivering a wide variety of innovative document solutions and professional services throughout the organization, including the legal department. Over the years, the in-house counsel relied on the Ricoh team when a litigation matter arose to prepare paper documents for electronic document review. As part of this process, the Ricoh team would pick up documents designated by the organization's lawyers as relevant to the litigation's discovery, verify chain of custody, take the documents to one of Ricoh's more than 40 processing centers around the country for scanning and indexing and then return them along with an electronically stored copy. However, the organization used another provider for electronic data collection, which involved the retrieval and indexing of emails, Word and Excel documents and other electronically stored information (ESI) relevant to eDiscovery requirements.

CHALLENGE

- Coordinating document discovery for a global products liability matter
- Ensuring forensically sound, defensible and cost-effective collection of data
- Reducing the data hosted for review to the smallest amount possible

SOLUTION

- Ricoh's knowledgeable team coordinated data collection across the globe
- Remlox tool for remote data collection and Ricoh's certified forensic lab for processing
- Filter technologies to remove duplicate documents and system files

RESULTS

- Expert support and best practices advice for the organization's litigation teams
- A defensible and cost-effective database of paper-based documents and ESI
- Reduction of relevant data from 15 terabytes to just 1 terabyte

Case Study



Approximately two years ago, the healthcare organization had a relatively small matter that was being handled by one of its outside local counsel. The local counsel had a long-standing relationship with Ricoh as well. Like the healthcare organization, the local counsel had relied on Ricoh in a number of matters to prepare hardcopy documents for electronic processing, but had not used Ricoh's solutions for eDiscovery. Seeing an opportunity to test Ricoh's eDiscovery capabilities, the in-house and local counsel decided to choose Ricoh for the matter. Ricoh passed the test with flying colors, using Remlox, a USB plug and play device to forensically collect relevant ESI from computers. Ricoh then processed and prepared the approximately 100 gigabytes of data for use in the local counsel's litigation review platform, all within a span of two months. Similar successful eDiscovery projects followed, which ultimately led the healthcare organization to rely on Ricoh's full set of eDiscovery and document processing solutions in a global products liability matter involving approximately 75 lawsuits.

SOLUTION

Working closely with the organization's multiple outside counsel, the Ricoh team provided critical support for the discovery process in the products liability litigation. Ricoh's certified forensic examiner and senior project manager accompanied the lawyers on custodial interviews at multiple locations in France, England and the United States to identify relevant paper and electronic documents, which the Ricoh team then collected. Scanning and coding of paper documents was accomplished at Ricoh's London office for documents originating in France and England and at two of Ricoh's United States processing facilities for documents from U.S. locations. Overall, more than one million pages were scanned and coded.

In addition to the on-site collection of data from custodian workstations, servers, shared network drives and databases, Ricoh employed the Remlox tool for forensically sound and defensible remote data collection, eliminating the need to incur the expense of travel to a number of locations.

All of the collected data was processed at Ricoh's forensic laboratory, one of only two privately owned facilities accredited by the Directors/Laboratory Accreditation Board. Chain of custody was maintained at all times and all evidence was stored in Ricoh's biometrically controlled evidence store. The resulting data collection was then made available to the healthcare organization's attorneys for review on Ricoh's hosted review platform.

RESULTS

The Ricoh team collected approximately 15 terabytes of data in the course of the discovery process. Using a number of technologies to filter the data to remove duplicates, system files and other irrelevant data, the team was able to reduce the amount of data hosted for review to one terabyte. Ricoh's project management team has drawn on its experience with a broad range of clients to provide ongoing consulting to the multiple outside counsel with regard to best practices for managing and responding to document production requests.

Overall, the Ricoh team delivered a full range of cost-effective eDiscovery and document solutions for the healthcare organization, providing expert advice and advanced technologies to seamlessly support the global litigation teams throughout the matter. The in-house counsel is so impressed with Ricoh's work on the case that he is considering designating Ricoh as the organization's preferred eDiscovery partner for all of its future litigation matters.

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