

# Case Study

legal

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## Ricoh's Assisted Review Project Management Expertise Helps a Healthcare Organization Produce Litigation Documents Quickly and Cost-Effectively

*The assisted review approach recommended by the Ricoh legal solutions team enabled the healthcare services company to respond to the government agency's request for production in a timely and highly cost-efficient manner.*

### ABOUT THE CUSTOMER

The customer is a large healthcare services company, operating hospitals and other healthcare facilities at numerous locations across the United States.

### CHALLENGE

The Ricoh legal solutions team has had a long-standing relationship with the healthcare services company, providing litigation support through the years as discovery and the related technology has evolved from paper-based production to scanning to eDiscovery.

As with any large enterprise, litigation is an ongoing reality for the healthcare services provider. Having the right litigation support solutions and partners in place is essential to reducing litigation risks and related costs. This point was brought home when the healthcare organization was the subject of an investigation by a government agency.

The company wanted to comply with the agency's discovery requests as quickly as possible. However, given the enormous volume of electronic documents involved, which exceeded 400,000, a traditional linear review of the entire collection even with a robust electronic discovery review platform would have been cost-prohibitive and impossible to complete in the short time frame the company's legal counsel set for completing the production.

The company's legal team turned to Ricoh's litigation support experts to devise a plan to achieve their time and cost goals for the document production.

### SOLUTION

The Ricoh team recommended a detailed plan that employed assisted review, combining human expertise with computer-assisted review technology, to quickly and cost-effectively review the documents for responsiveness to the matter. Using three attorney reviewers very familiar with the matter and kCura Relativity® Assisted Review software, the legal team conducted a series of reviews of approximately 1,500 documents each.

#### CHALLENGE

- Quickly and cost-effectively review a large number of documents potentially relevant to a litigation matter

#### SOLUTION

- The Ricoh legal solution team's expertise to plan and guide a computer-assisted review process

#### RESULTS

- Valid, cost-effective assisted review of 97 percent of the documents and an analytics index to enable robust search capabilities

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After each review, the Relativity software generated a statistical report that the Ricoh team analyzed to assess the consistency of the reviewers' decisions and consult with them on the results.

The iterative review sessions ensured accuracy and ultimately "trained" the software to conduct a valid automated review of the bulk of the remaining documents. Random samples of the responsiveness assigned by the computer were then reviewed and analyzed by the attorneys to further verify the accuracy of the assisted review process.

An analytics index created by the Ricoh project manager was also used by the attorneys to conduct natural language searches to identify conceptual relationships among documents. This enabled robust search capabilities that went well beyond what is possible with flat keyword searching and added to the savings of cost and time.

A critical component to the success of the assisted review was the Ricoh project manager's ability to proactively plan the review strategy with the legal team, educate and train the reviewers on how to best use the technology and keep the reviews on track to ensure consistency of the responsiveness decision-making within the required schedule.

### RESULTS

The assisted review approach recommended by the Ricoh legal solutions team enabled the healthcare services company to respond to the government agency's request for production in a timely and highly cost-efficient manner. Requiring the manual review of only three percent of the documents, Ricoh's review plan enabled 97 percent of the documents in the assisted review collection to be validly categorized for responsiveness by the Relativity Assisted Review software.

The expertise and hands-on, consultative approach of the Ricoh legal solutions team led not only to efficient project management, but also to ensuring the successful use of the review software and valid results.



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