CASE STUDY

FROM LEGAL HOLD TO E-DISCOVERY AUTONOMY: **ACHIEVING $250K IN CLIENT SAVINGS**

Project Background

PLUSnxt seized an opportunity to support a major energy company with their Legal Hold operations, which blossomed into a more substantial endeavor. After diving deeper into the client's operations, we were able to suggest and implement changes throughout their entire EDRM process resulting in a cost-saving of over $250k in their first year working with PLUS.

Opportunity For Improvement

Upon approaching PLUSnxt, our corporate client—a prominent multi-billion-dollar energy company with a global presence—was deliberating on ending their suboptimal eDiscovery partnership with one of our competitors. When our team initially engaged with this client, our sole mandate was to **manage the company's Legal Hold processes**. However, after winning the RFP, and assessing their situation, we found that it would be highly beneficial if they **consolidated their data within the RelativityOne platform.**

Consolidation was key

While going through their Legal Hold operations, our team found that our client's eDiscovery process, and data, was scattered across several platforms with multiple vendors and could not be accessed without the assistance of an outside agency, costing them time, money, and unnecessary effort. After seeing this we suggested that they manage their entire eDiscovery workflow through our Accelerator program, which would provide them their own RelativityOne environment.

Our client agreed and **began training within our Accelerator training program**. We began by teaching them how to run Legal Hold, then progressed to Collections and Processing training. This newfound knowledge completely transformed their approach to data management.

During their first year with PLUS, our client transferred a substantial amount of their eDiscovery projects to their RelativityOne environment. Immediately, they began saving money by consolidating onto a single platform. Furthermore, they gained clarity regarding their data's whereabouts and enhanced control over their workflow. Most importantly, within just a few months of enrolling in the Accelerator training program, they attained the independence of managing their data in-house.

$250K

Saved in their first year with PLUS*

*Savings came from Data Processing, Collections and client domain-specific ECA rates.

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Size Doesn't Matter

When our client sought a partner to manage their data, they initially believed they required a large team due to their international offices, substantial revenue (over $12.7B in 2023), and primary location in DC. However, following an assessment by our experts, we determined that they could effectively **manage all their data in-house** with minimal assistance from the PLUS team, **gradually reducing their reliance on external support.**

PLUS always prioritizes the best interests of our clients, and our team identified areas for improvement that were previously overlooked by the client and other eDiscovery companies. Our approach and programs enable us to identify opportunities for efficiency enhancement, **making our methods universally applicable regardless of a company's size or status.**

Results

Through the Accelerator program, our client gained the knowledge and ability to autonomously handle their own Processing and Collection without needing to increase the size of their team. Our client now manages their entire eDiscovery portfolio within the RelativityOne environment. Over a five-month period, PLUS was able to save **the company $71K in Data Processing alone, an additional $80K in Collections, and through their client domain-specific ECA rates, another $18K per month was saved.** In total, they were able to save over $250K in only their first year with PLUSnxt.

$71K
Data Processing

$80K
In Collections

$18K
Per Month Saved

These savings were achieved through the autonomy brought on by the Accelerator program and our team's ability to uncover hidden challenges beyond our client's initial perception. What began as a mere inquiry into supporting their Legal Hold operations evolved into a comprehensive overhaul of their data management practices, displaying our commitment to developing a transformative partnership.

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