SUCCESS STORY

NAVIGATING REVIEW UNDER **STRICT GDPR REGULATIONS** WITH OVERSEAS OFFICES

Project Background

Our client found themselves in an **international legal battle** with one of the largest companies in the world. Not only did they face extremely tight deadlines, but they also had to **navigate a complex landscape of GDPR regulations**. With these obstacles to overcome, they turned to PLUSnxt for an eDiscovery solution that would allow them to focus on **optimizing their legal strategy** by alleviating the workload of review.

Client Background

With a longstanding MSA, our client had previously worked with PLUS on smaller projects. When this case was brought to PLUS' attention, it was said to be four times the size of anything PLUS had worked on with them before. Along with the size, the strict GDPR regulations made this client apprehensive about letting PLUS take this on. However, through data organization and training, we were able to assure the client and their co-counsel that we were the team for the job.

PROJECT GOAL

Develop an efficient data filtering process to meet aggressive deadlines while adhering to the strict GDPR regulations.

Challenge

This case presented many unique challenges to overcome:

- The client had offices in both the US and UK.
- Different safety protocols for data collection in the UK required separate handling.
- The lawsuit continuously shifted from one issue to another.
- Due to unfavorable rulings, there were extremely tight time frames in which a large volume of documents had to be collected and submitted.
- Our client (the defendant) was a fraction of the size of the plaintiff and was dueling with a firm notorious for dragging cases and creating hostile environments.
- An amalgamation of the overseas offices, the amount of data, and the GDPR regulations made this a multi-layered issue.

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Solution

Upon inspection, we noticed that the initial review was being completed (less than optimally) by the client's co-counsel. Eventually, our client inquired about PLUS' Doc Review capabilities and handed us that task as well.

Once work in Review began, PLUS was able to set up a secure data environment in Canada for the UK data to comply with GDPR regulations while also managing data in the U.S. for the client's domestic office. We employed advanced eDiscovery techniques, including Early Case Assessment (ECA) to filter data before pushing it to Review Hosting, significantly reducing costs. By leveraging sophisticated analytics and Active Learning applications, we streamlined the document review process, ensuring maximum efficiency for our client. These proactive measures saved the client approximately 60% in hosting fees and demonstrated PLUS' capability to handle complex, large-scale projects while maintaining high standards of data security and regulatory adherence.

PLUS provided a tailored eDiscovery solution designed to meet the specific needs of this case. Utilizing advanced analytics and technology-driven workflows, PLUS optimized the document review process, guaranteeing accurate categorization and identification of critical evidence. Our team relieved the client's small law firm of significant workload pressures, allowing their lawyers to focus on strategic legal tasks rather than extensive document review.

> **We took something complex in nature and made it simple to work with; this translated to cost-savings and a quick-turnaround time for our clients.**

- **Darren Bui** | PLUSnxt's Solutions Architect

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Results

Through PLUS' involvement, the client achieved remarkable outcomes:

- A substantial reduction in document review time and costs.
  Our client went from contacting PLUS upwards of four times a day to now once every couple of weeks because of PLUS' masterful control of the data.
- However, our Director of Managed Review recognized that if the documents followed a consistent format, automation could be implemented.
- Enhanced accuracy in document categorization, leading to the identification of crucial evidence.
- PLUS was able to find and present evidence to our client that was previously missed due to our advanced document filtering process and utilization of technology.
- Streamlined workflows that ensured compliance with GDPR and other regulatory standards.
- A transformed legal strategy that shifted from reactive to proactive, enabling strategic decision-making and effective counsel.

The Conclusion

The ongoing success of this partnership highlights the ability of PLUS to transform a seemingly desperate situation into a manageable afterthought. PLUS' expertise and technology-driven approach not only streamlined the eDiscovery process but also positioned our client for success by allowing them to spend their time strategizing and counseling instead of trudging through the digital trenches. In the end, our client was able to use their team in the most effective areas, while PLUS handled the heavy lifting, eventually allowing them to settle the case.
A transformed legal strategy that shifted from reactive to proactive, enabling strategic decision-making and effective counsel.

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