

Case Study

Energy Company Expedites Regulatory Compliance Audit Using Mobile Review Solution



Snapshot

A global energy provider needed immediate on-site help with a complex, cross-border regulatory compliance audit. The company used our mobile solution to rapidly deploy an on-site team to coordinate all activities and oversee the entire audit and review process.

Results

Utilizing our technology and professional services expertise, the client achieved:

- Immediate on-site support
- Comprehensive management of all technical aspects of the audit
- 2 Terabytes of data culled to 50GB using defensible data reduction methods
- A legally defensible process
- Complete control of its data
- Time, cost and resource savings

Global discovery services firm simplifies a large, complex cross-border regulatory compliance audit for a global energy provider, saving significant time and cost.

The Situation

The client, a global energy provider, needed a rapid on-site audit and review at its European operations center to respond to regulatory inquiries related to various international business laws.

With its company headquarters located outside of the EU, primary operations inside the EU and U.S. as well as sales operations in more than 50 countries, the client needed a way to quickly identify and subsequently review millions of documents.

The data needed to remain on site to comply with data privacy laws and manage the review by outside counsel.

Challenges faced by the client included:

- Review of data from five separate countries with multiple cross-border laws, necessitating data collection from 8+ locations.

- A requirement that all data stay in country and on-site.
- Filtering and review of millions of documents in a 60-day time period with only a handful of attorneys.
- Coordination of document review by outside counsel with no standard process or workflow to follow.
- The need for immediate document collection, review and analysis, along with on-site management of all technical aspects of the project.

The Solution

The client turned to Conduent for help. Within days, a team of Conduent experts arrived on-site with a “backpack” solution — a mobile service that includes hardware, software and consultants — to identify potentially critical data across multiple client locations, and install a behind-the-firewall software to perform data filtering, analytics and technology-assisted review (TAR) with their outside counsel.

The solution included:

- **Data collection:** The team identified and collected data from 8 different locations and 5+ countries.

Case Study



- **Technology and expertise:** Comprehensive management of the process — data identification and gathering, processing, analysis, keyword search, coordination of review with outside counsel and direction of all technical aspects of the audit — was handled by the mobile team of expert consultants.

- **Rapid deployment:** Within 10 days of notification, a mobile team was assembled on-site at the client's facility, complete with all the necessary hardware, software and consulting expertise in order to perform the audit.

- **On-site eDiscovery management:** Utilizing our proprietary, all-in-one eDiscovery appliance, the solution was quickly installed behind the client's firewall, ensuring all data remained on-site.

- **Data processing and culling:** 2 Terabytes of data were processed and culled to 50GB. TAR was deployed to automate the prioritization of documents for review, significantly reducing the volume of documents marked for priority review from 1 million+ to 25,000.

- **Review and processing at scale:** The coordination with outside counsel, analysis, review and processing was managed on-site by our team of experts, ensuring an audit trail, a legally defensible process and efficiency throughout the matter.

- **Production:** Working in conjunction with the client and outside counsel, the team produced 200 documents, down from an original population of 1 million.

The Result

By utilizing the on-site deployment of our mobile solution, the client finalized its review within matter of weeks – a process it thought would take more than six months and the effort of 50 attorneys to complete.

Conduent delivered:

- **Cost savings:** All services — including installment of the mobile solution, review and processing of relevant documents — were completed within a 60-day timeframe, saving the client significant time and cost than if they have done a linear review without outside consultants and the assistance of technology.

- **Process optimization:** The client used Conduent to coordinate all technical aspects of the process, saving them from having to deal with disparate pieces of information, reviewing in different locations and working with multiple vendors. The result was a streamlined process.

- **TAR:** Application of TAR to speed the review process sped the process by 5 times over what it normally would have taken through linear review and analysis.

- **Resource reduction:** What the client originally predicted would require onsite review of 50 attorneys and subject matter experts was reduced to only four outside attorneys, saving the client substantial effort and expense.

- **A defensible process:** Use of our technology and comprehensive management of the process resulted in a documented, repeatable, efficient and legally defensible process, which the client is able to use in other audits or cross-border matters.

- **Control:** Temporary installation of Conduent technology on-site, along with expertise to oversee all technical aspects of the audit, ensured data remained on premises the entire time, allowing the client to maintain control over its data.

For more information on Conduent Legal and Compliance Solutions, visit us at: www.conduent.com/legalsolutions, or call 877.273.3887



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