

Case Study

“Follow the Sun” Document Review Solution Helps Client Review Vast and Unpredictable Document Population

Conduent enables a global financial institution involved in a complex Department of Justice request and internal investigation to review a large and undetermined volume of documents from multiple international locations to meet its deadlines.

Case Snapshot

A global financial institution involved in a complex Department of Justice request and internal investigation needed to review an estimated 1.2 million documents in less than one month, with additional (but unknown number of) documents that were identified for review on a rolling basis.

It was estimated that a large percentage of the existing document population — as well as incoming documents — contained multiple foreign languages.



We helped the client:

- Address and navigate the elevated privacy restrictions related to Singapore and UK data;
- Scale U.S.-based and offshore attorney review resources to conduct a 24/7 review workflow;
- Conduct nine phases of review, including three multilingual review phases with an accuracy rate of 98.35%;
- Meet all review requirements and targets.

The Situation: Regulatory Request and Internal Investigation Necessitates Review of Voluminous Multi-Lingual Documents Across the Globe

The client, a major global financial institution, was involved in a Department of Justice request and internal investigation related to offshore accounts and allegations of potential tax evasion. More than 1.2 million documents potentially relevant to the matters were initially located and collected in the U.S., United Kingdom and Singapore for review, with additional documents that were identified on a rolling basis that required accelerated review. It was estimated that a large percentage of the existing population, and those coming in on a rapid, ongoing basis, contained multilingual documents.

The client faced the following challenges:

- **Large but unknown document collection size:** The client needed to review the initial 1.2 million documents and the vast number of documents that were coming in on a rolling basis, without having a comprehensive grasp of the total

document collection size. With this uncertainty, it was nearly impossible for the client to staff up appropriate and identify a scalable pool of qualified attorneys for the review.

- **Complex data privacy requirements:** The review involved having to navigate and comply with data privacy rules in the UK and Singapore, but the client did not have local datacenters, review technology or staff in these locations to process and review the data on-site.
- **Foreign languages:** It was estimated that approximately 9% of the documents contained foreign languages. However, the client lacked foreign language experts on staff to translate the documents and, moreover, to capture the nuances of local slang, jargon and other language idiosyncrasies that would be potentially important to include as search terms in these matters.

With an initial four weeks to coordinate logistics and review the first set of 1.2 million documents, the client needed a business partner that could immediately handle this review—and address

The review project was staffed with review attorneys in Conduent's offshore review facility in Noida, India, quickly scaling from 18 to nearly 90 reviewers, supplementing its U.S.-based team.

the uncertainty around unknown data volumes and foreign languages contained within the additional incoming documents. The client turned to Conduent for review resource scalability, global resources, foreign language review expertise, data privacy experience and technology to accelerate the client's review of documents.

The Solution: 24/7 Global Document Review and Foreign Language Translation Workflow

Facing an overwhelming review project with immense uncertainty around data volumes and the number of multilingual documents and languages contained in the initial and rolling incoming documents, the client turned to Conduent for document review support, foreign language review expertise and project management of all aspects of the project.

Strategic initiatives for the review included:

- **Scalability:** The review project was staffed with review attorneys in Conduent's offshore review facility in Noida, India, quickly scaling from 18 to nearly 90 reviewers, supplementing its U.S.-based team. This enabled a "follow-the-sun" model to provide 24/7 support to the client given the initial volume and subsequent document collections that were delivered on a rolling basis.
- **Workflow design:** Conduent partnered with the client to create strategic first level, privilege and privilege log, and QC review workflows for all documents in the review population.

- **Search term expertise:** Conduent search experts created sample populations based on potential search terms and file types to test search terms in the process of finalizing terms, ensuring a more expedient and effective review by enabling the review team to focus on the most important documents.
- **Foreign language review:** Conduent also staffed its onshore foreign language teams from three people to twelve people, with expertise in Spanish, French, German and additional foreign languages.
- **Hosted review:** To meet the data privacy regulations in the U.K. and Singapore, data was hosted in the U.S., U.K. and Singapore on third-party Relativity platforms.

The Results:

By partnering with Conduent, the client was able to successfully meet its deadlines.

Conduent delivered:

- Nine phases of first level, privilege and QC reviews, including three foreign language phases;
- Adherence to all applicable country data privacy rules;
- 98.35% accuracy in substantive coding, including responsiveness, privilege and issue tagging; and,
- 24/7 global workflow by managed review attorneys that enabled the client to meet its deadlines and deliverables.

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