



Collaborative, effective and cost-efficient litigation support system

# Counsel Takes the Lead

## Leading Law Firm and Canon Business Process Services Streamline Litigation Support Activities



A highly ranked Am Law 100 firm was appointed lead counsel—with the formal title of National Discovery Counsel—for a global electronic equipment manufacturer. The manufacturer was challenged by a complex litigation that involved wide-ranging claims being handled by numerous defense and opposing law firms. The newly appointed National Discovery Counsel for the manufacturer immediately faced its own challenge: how to implement a better approach for coordinating all of the legal activities connected with the manufacturer’s case, such as managing document review among many defense firms and complying with discovery requests from opposing counsel. The law firm turned to Canon Business Process Services (Canon) to help advance its client’s case.

### THE CHALLENGE

The main challenge the electronics manufacturer faced with its litigation was how to coordinate the activities of hundreds of attorneys—on both sides—that were involved in legal discovery and related activities. A key problem was inconsistency. The company’s defense attorneys were operating in silos, often not sharing decisions, opinions, research and documents that they considered relevant to the case and specific matters under their responsibility. This approach resulted in an inefficient use of resources. For example, different law firms would often ask the manufacturer for the same document. This scenario was complicated by the fact that the manufacturer, constantly besieged with requests for legal documents, couldn’t keep up with the demand or efficiently track the requests. The company wanted a faster and more efficient way to determine what evidence an attorney requested, when it was requested and the current status of the matter. Besides inefficiency, costs and increased risk became important issues. Costs were driven higher in

part by various defense firms implementing collections for the same evidence multiple times and reviewing that evidence to reach conclusions about relevance, privilege and other matters. Risk was increased because lack of optimal integration between defense attorneys can cause spoliation of evidence, noncompliance in meeting court-ordered requests and related problems. Meeting these complex challenges with the help of its new National Discovery Counsel would enable the manufacturer to better leverage the expertise of its defense firms, better contain legal costs, reduce risk and advance its current document review system. Once on board, the National Discovery Counsel teamed with Canon Business Process Services, which was already providing the legal firm with eDiscovery and litigation support services. The firm knew from experience that Canon could help it turn the manufacturer’s vision into reality.

## Canon helped the firm establish a new level of efficiency for handling litigation support activities.

### THE RESULT

- + More efficient intake and processing of paper and electronic documents for litigation
- + Standardized workflows and business process utilized by the legal teams
- + Streamlined, consistent document review process backed by an online, centralized document repository
- + Reduced risk due to more consistent discovery responses across defense teams spanning the country
- + Established tracking system for evidence requests and related matters
- + Reduced discovery costs and more efficient use of legal resources
- + More accurate and timely productions to opposing counsel

### THE SOLUTION

Canon created a new, more integrated system for collecting evidence (paper or digital). This included standardized forms that each attorney now uses when requesting evidence so that every document production can be tracked according

to requester, date, evidence collected and other associated information. Canon also has improved the existing document review system by assuming management of document scanning, coding and applying optical character recognition (OCR) encoding to the legal documents, which are then hosted in its CaseData™ secure document review system. CaseData enables the manufacturer's numerous defense teams from around the country to collaboratively produce, search and review documents connected with the litigation. This includes a legal team reviewing documents pertinent to its own portion of the litigation, as well as better leveraging decisions and opinions reached by other collaborating legal teams. For example, if a document is deemed relevant by one legal defense team, then all defense attorneys on the case can confirm the fact and not spend time reviewing that same document for relevance. Rather than work in silos, legal teams now work more collaboratively, efficiently and cost effectively. In addition to streamlining and continually introducing ongoing process improvement in litigation support activities, and also implemented a more advanced invoicing system. Many different business units within the electronics manufacturer generate legal

activity pertinent to the litigation. Canon created a "split invoicing system," based on new business processes and forms, that matches a specific department with specific document reviews, production requests or other activity that the department generated for a given month. As a result, billing is now more transparent and accurate.

### ADVANCING BUSINESS PERFORMANCE TO A HIGHER LEVEL

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider." Learn more at [cbps.canon.com](http://cbps.canon.com) and follow us on Twitter @CanonBPO.