

# Efficient and Expedient Data Processing and Management for a Leading Singapore-based Consulting Firm



## GRADATIM



When a leading Singapore based consulting company needed to manage one of their customers' electronic disclosure requirements efficiently and quickly, it turned to Gradatim.

### **Numerous Challenges**

Organizations, these days, are creating most business records electronically and communicating frequently through email. Consequently, litigators use these digital information sources as evidence in litigations. However, analyzing large volumes of information accurately and cost-effectively is a challenging task.

Gradatim's client, a leading Singapore-based consulting company needed to process a large number of electronic and hard copy documents, some in the native file format. These documents needed to be loaded on to their Case Room facility (Ringtail Legal platform) in quick time and with high accuracy.

### **Gradatim – The Preferred Partner**

Owing to a prior association, the client was well aware of Gradatim's capability to deliver, in quick time, high-quality data processing and management services using Ringtail Legal.

With its experience and expertise, Gradatim understood the client's challenges of processing nearly 40,000 documents. Gradatim recommended an onsite-offsite model to ensure reduced costs and timeliness.

### **Gradatim Solution**

Leveraging its onsite-offsite model, Gradatim began the engagement by first understanding the client's requirement and accordingly deploying qualified resources onsite and offsite. Security being a key concern, the in-house IT team established a secured network connection for the offsite resources to access the documents securely. Gradatim's well-established workflow tool helped in streamlining the process, seamlessly transitioning processes offsite, and established control over various stages of data processing. The workflow tool helped maintain logs and reports for the audit trail, at every stage of processing. This enabled the company to get a clear chain of custody report about each processed document.

The onsite team ably supported the offsite activities, scanning and imaging the hard copy documents. Gradatim's offsite resources processed the hard copy and electronic documents which included pre-processing of emails.

An effective near-deduplication tool helped in reducing the electronic data considerably, which in turn reduced turnaround time. Gradatim's offsite team worked closely with the client to replicate the physical file structure. This resulted in easy navigation for cross-reference of both physical and electronic records. Two-level quality control check by the lawyers ensured that all the quality metrics in terms of accuracy, quality and productivity were achieved.

Nearly 20,000 hard copy documents and 20,000 electronic documents were processed to create a load file, ready to be imported onto the client's Case Room facility (Ringtail Legal platform).

## Critical Success Factors

- ▶ Onsite -offsite model helped deploy qualified resources offsite, significantly reducing cost and helping in quick turnaround
- ▶ Gradatim's information security policies and procedures with respect to employees and processes ensured data security. Gradatim follows ISO information security standard
- ▶ Gradatim ensured quality by combining effective project management with its established workflow system
- ▶ Gradatim's innovative application of technology helped in better control over quality and efficiency. Our workflow system, developed in-house, helped in seamless transition of process ownership, increasing client comfort and control on the operations
- ▶ Regular reports, updates and feedback ensured client control at every stage

## About Gradatim:

Gradatim is a privately held IT company, headquartered at Bangalore, India. We have offices in Australia and Singapore. Gradatim was established in the year 2007 with a mission to simplify business operations through an innovative combination of technology and services. We are experts in handling end-to-end e-discovery solutions. Our expertise spans item processing, enterprise content management, business process management and workflow technologies.

At Gradatim, we understand the complexities involved in the International legal and consulting industry. We realize the importance of every stage of the e-discovery process and the impact it can have on the clients. We, therefore, use high-end Litigation platform which not only helps in cost saving but also in managing the cases efficiently. Our deep knowledge and understanding of region specific e-discovery rules, procedures and process is our key differentiator. Optimal combination of experienced professionals, large processing capabilities and intelligent use of technology ensures high quality deliverables and also helps us deliver comprehensive legal discovery solutions to our clients.

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## Benefits Delivered

Gradatim's onsite-offsite model, understanding of the client's requirements, innovative technology platform and quality control measures ensured that significant value was delivered, which included –

- ▶ Reduced costs
- ▶ Quick turnaround time
- ▶ Seamless transition of processes offsite, enhanced client comfort and control over the operations
- ▶ Regular reports, updates and feedback for better control