A global manufacturing company transforms its approach to litigation support.

The Challenge
When you’re a global manufacturing company, litigation comes with the territory. And the way you manage and produce all of the documentation required for legal matters has a major impact on the bottom line.

The steps involved in eDiscovery, legal review, information production and distribution are challenging in themselves. They are complicated by demanding discovery timelines... the threat of penalties for non-compliance... the increasing cost of outside counsel... and inconsistent processes used by suppliers.

All of these factors contribute to the skyrocketing costs of litigation and make it difficult for companies to manage risk across the enterprise in the most efficient way.

A few years ago, a leading manufacturer decided to tackle these problems head-on in a bold and innovative way. At the time, the company relied on a variety of outside suppliers for everything from database search and retrieval, eDiscovery processing, document coding, legal review, information production, warehousing and distribution.

In addition, the company did not have direct control over these suppliers, since they were typically hired by outside counsel for assistance on a particular matter. As a result, there was no consistent, enterprise-wide discovery process or document management solution. And that made it difficult for the company’s legal staff to maximize efficiency and maintain consistency in case/matter productions.

The company also realized that their case-by-case approach to discovery and their reliance on outside counsel were driving up costs.

From their perspective, there was only one real solution. They had to completely transform their approach to litigation support. So they began to look for a strategic partner with the experience, expertise and wide-ranging resources necessary to turn an inefficient business process into a benchmark operation.

After a careful review of proposals from 10 leading sources, the company decided to manage its litigation support with the business process outsourcing experts from Xerox Global Services.

The Solution
We used our expertise in Lean Six Sigma to assess our client’s approach to litigation support. Then we worked closely with the client to develop a comprehensive, scalable, single source solution to support the entire litigation lifecycle—from pre-case strategy development to discovery and discovery production.
Optimizing risk management.
Reducing litigation costs.

The foundation for the solution was a new strategy for litigation support that focused on the long-term risk management needs of the enterprise rather than the management of litigation on a case-by-case basis.

This holistic strategy—which featured the development of a centralized digital repository for all paper and electronic discovery documents—was the key to achieving transformational gains and long-term success.

Our optimization plan also involved the development of standardized, best-in-class processes for collecting, organizing, reviewing and producing documents.

In addition, our Business Process Outsourcing solution included these key components:

- On-site Customer Service Representatives, Legal Assistants and Case Managers
- Litigation Data Management, Workflow, and QA Application Development and Training
- Database Hosting and Business Resumption/Disaster Recovery Support
- eDiscovery Collection, Coding Services and Supply Chain Management
- Multimedia and Digital Productions
- Document and Information Search, Retrieval, Warehousing and Fulfillment Services

Given the global scope of the client’s business activities and litigation requirements, this was a complex undertaking. But we used our disciplined management methodologies to engineer an efficient implementation and mitigate the impact of the transition on the client.

The Results
The comprehensive outsourcing solution we developed, implemented and managed made an immediate impact on the client’s enterprise-wide approach to litigation support and risk management.

With our standardized approach to the collection and organization of documents, we streamlined the search, retrieval, review and production process and accelerated cycle times for the discovery of paper and electronic documents, which was a key client goal.

By storing all paper and electronic discovery documents in a centralized digital repository, we helped the client maximize the re-use of documents and decisions, minimize the re-work needed for pattern litigation and maintain an audit trail with detailed information on review histories and decisions.

All told, these improvements helped our client save millions of dollars a year on litigation support.

In addition, our client:

- Consolidated a complex, multi-vendor outsourcing relationship
- Gained control of the entire litigation support process
- Reduced the need for outside counsel by more than 30%
- Expedited the resolution of complex litigation
- Minimized the threat of court-ordered fines and sanctions for noncompliance with discovery deadlines
- Won national recognition for the quality of its legal department

Following the successful implementation of our solution, we developed a content management system for the client’s engineering records that integrated seamlessly with the centralized litigation database.

About Xerox Global Services. Xerox Global Services is a world leader in document outsourcing services with industry expertise that helps you reduce costs, achieve operational excellence and grow revenue. Our unique combination of experience, technology and delivery capabilities enable integration, transformation and continuous innovation of your office environment, centralized print production, and communication and business processes. We deliver excellence in every corner of the world—locally, nationally, globally.

For more information on how we help leading manufacturing companies, visit www.xerox.com/manufacturing or call 1-800-ASK-XEROX, ext. 948.

©2009 Xerox Corporation. All rights reserved. Xerox® and the sphere of connectivity design are trademarks of Xerox Corporation in the United States and/or other countries. 12/09