

Case Study— Litigation Solutions

Overview

Firm: Dykema Gossett PLLC

Location: 10 offices nationwide

Industry: Legal services

Customer Profile: With approximately 350 lawyers and other professionals in 10 offices throughout the United States, Dykema provides comprehensive transactional, litigation, government policy, and other legal services to clients of all sizes across myriad industries.

Business Situation: Dykema historically relied on outside vendors to handle the firm's electronic discovery processing requirements, simply passing on those costs to clients. As their e-discovery demands continued to grow, however, and expenses associated with electronic discovery began to soar, the firm grew concerned about the need to gain control over the e-discovery process.

Solution: The firm made the decision to bring e-discovery processing in-house. After testing a couple of software tools on the market, the firm selected a product from LexisNexis® called LAW PreDiscovery™, which combines paper imaging and electronic discovery in one software application. LAW PreDiscovery was immediately deployed and the firm began doing some of its own e-discovery processing just one week later.

Benefits:

- LAW PreDiscovery software has allowed Dykema to accomplish its principal objective: to take control of the electronic discovery process and achieve independence from third-party vendors.
- The firm has also been able to save its clients a significant amount of money because they are able to charge more reasonable fees for e-discovery processing than what their third-party vendors were previously charging.
- LAW PreDiscovery has helped the firm generate unexpected revenue, with the service fees for processing clients' electronic files.
- The LexisNexis product development and customer support teams have been extremely responsive to Dykema's questions and to industry-wide product suggestions.

Product Summary:

- Litigation Services
- LAW PreDiscovery

Dykema Relies on LAW PreDiscovery™ to Bring E-Discovery Processing In-House, Gaining Control over Turnaround Time and Cost to Clients

Case Study

Dykema's professionals serve clients from offices in Chicago; Dallas; Detroit; Los Angeles; and Washington, D.C.; as well as Ann Arbor, Bloomfield Hills, Grand Rapids, and Lansing, Michigan; and Lisle, Illinois. Strong and close client relationships emphasizing excellent results have been Dykema's focus since the firm's founding in 1926.

With approximately 350 lawyers and other professionals in 10 offices throughout the United States, Dykema provides comprehensive transactional, litigation, government policy, and other legal services to clients of all sizes—from global Fortune 100® companies to middle-market companies and new start-ups—across myriad industries. The firm's client service focus is grounded in advancing client successes as efficiently and cost-effectively as possible.


As the law firm of choice for many business entities, Dykema continues to expand its work for clients who are attracted to the firm's skilled lawyers, sophisticated practices, and commitment to quality service and value. Key components of the firm's service and value equation are dedicated client service and industry teams, flexible billing arrangements to create financial predictability and accountability, effective cost management, and advanced technology.

Situation

Dykema historically relied on outside vendors to handle the firm's electronic discovery processing requirements, simply passing on those costs to clients.

"As our e-discovery demands continued to grow and the expenses associated with electronic discovery began to soar, we started to get more concerned about this business model of outsourcing e-discovery," said Scott Pilat, Manager of Litigation Support at Dykema. "Specifically, we were concerned about the fact that the turnaround time on our jobs was pretty much out of our hands because we were so dependent on the use of outside vendors to get the e-discovery processing done."

Under Pilat's direction, Dykema's litigation support team began to research best practices in the industry and learned that the firm could potentially deploy its own e-discovery software in order to bring some of this e-discovery work in-house. They developed a plan for review with the Dykema partners.



“We initially decided to bring our e-discovery processing in-house in order to gain more control over our data processing requirements for clients. LAW PreDiscovery has enabled us to meet that objective. We now have more independence over the turnaround time required for doing this crucial litigation support work, from collection to review to production of the electronic files.”

—Scott Pilat
Manager of Litigation Support
Dykema Gossett PLLC

Solution

In 2010, Dykema’s litigation support team and Ross Szalay, Dykema’s CIO, convinced firm management that it would be in the best interests of both the law firm and its clients to bring e-discovery processing in-house.

“Of course, once the decision had been made, we knew that our top priority was to identify and acquire a robust software tool that would enable us to achieve this business objective,” said Pilat. “We took a look at a couple of e-discovery software tools on the market, but it was very clear that LAW PreDiscovery was the elite tool available for our purposes.”

LAW PreDiscovery is a product from LexisNexis that combines paper imaging and electronic discovery in one software application. LAW PreDiscovery helps ensure costs are controlled by first culling non-responsive and duplicate files. Then, further refinement of the document set can occur by searching text and metadata to locate relevant files. This pre-discovery process not only reduces the amount of files that need to be processed, it also allows users to begin the review process sooner with less files for attorneys to review, providing considerable cost savings. On average, LAW PreDiscovery pays for itself within two months.

“I was familiar with LAW PreDiscovery from my conversations with others in the market and, in addition, many of our trusted e-discovery vendors were already users and strong proponents of LAW PreDiscovery,” said Pilat. “Needless to say, we were confident that we made the right choice.”

According to Pilat, the implementation of LAW PreDiscovery was smooth and surprisingly easy, in spite of the fact that the product is very feature-rich and therefore did require a fair amount of advance training in order to utilize all of its capabilities. LAW PreDiscovery software was immediately deployed and the firm began doing some of its own e-discovery processing just one week later.

“LAW PreDiscovery allows us to provide our clients with a much faster turnaround time for e-discovery processing and greater control over their electronic files, as compared to sending this work out to vendors. The product pays for itself very quickly and delivers valuable returns in the form of enhanced client service, reduced client costs and increased law firm revenues.”

—Scott Pilat
Manager of Litigation Support
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Benefits

“We initially decided to bring our e-discovery processing in-house in order to gain more control over our data processing requirements for clients,” said Pilat. “LAW PreDiscovery has enabled us to meet that objective. We now have more independence over the turnaround time required for doing this crucial litigation support work, from collection to review to production of the electronic files.”

Beyond meeting its principal business objective, however, LAW PreDiscovery has also delivered some welcome surprise benefits to Dykema, including:

Cost Savings for Clients

The firm has been able to save its clients a significant amount of money because they are now able to charge more reasonable fees for e-discovery processing than what their third-party vendors were previously charging.

Revenue for Law Firm

“It was not our intention, but an added bonus of this move has been that e-discovery processing is now generating new revenues for the law firm,” said Pilat. “The professionals here in my litigation support department are charging modest service fees for the work we do in processing electronic files for clients, which translates into additional income for the firm.”

LexisNexis Support

The LexisNexis product development and customer support teams have been extremely responsive to Dykema’s questions and industry-wide product suggestions. “If a LAW PreDiscovery user requests a new feature that makes good sense for customers, for example, the LexisNexis development team often jumps on that suggestion, develops the feature, and gets it in our hands very quickly,” Pilat explained. Pilat believes that sort of responsiveness and ongoing investment in the product has kept LAW PreDiscovery fresh, current and constantly evolving to meet users’ and the industry’s changing needs.

“LAW PreDiscovery allows us to provide our clients with a much faster turnaround time for e-discovery processing and greater control over their electronic files, as compared to sending this work out to vendors,” concluded Pilat. “The product pays for itself very quickly and delivers valuable returns in the form of enhanced client service, reduced client costs and increased law firm revenues.”

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