"It doesn't matter if you're processing three files or three terabytes, LAW PreDiscovery scales to work for you."

– Joshua Tucker
Assistant Manager
EDD Operations, UnitedLex

With 2,000 employees in 22 offices across seven countries, UnitedLex built its success on a fierce passion for helping every type of client achieve their goals.

The company is a leading global provider of legal and business services that integrate strategy, consulting, technology and operations to deliver solutions that address their clients' most complex business challenges.

According to Joshua Tucker, Assistant Manager for EDD Operation at UnitedLex, "We have clients that are with the state and we have clients that are law firms.

"We also have clients that are corporations, and sometimes they do internal audits, and sometimes they're just preparing in case anything happens. We can advise them on how to collect and hold their data so that it's meeting with the standards of their state."

LexisNexis®

"And then if something happens, we preemptively discover it for them so that we can give them the best advice before or during their suit."

With so many services to offer and so many types of clients to help, UnitedLex needed a discovery program that offered them as much flexibility as they offer to their clients.

They found exactly that, and a lot more, in LAW PreDiscovery® software from LexisNexis®.

"What I really like about LAW is the versatility of the program"

According to Mr. Tucker, one of the great strengths of LAW PreDiscovery is its ability to help clean up difficult situations created by other vendors using other programs.

"The cases that LAW really makes the difference on for UnitedLex are the ones coming from a client that is unhappy with another vendor at the time," Mr. Tucker said. "We are handed something that's a cluster and we make it work.

"Those are life-savers for me. There's plenty of times that we have clients that will send us something saying, 'Hey, our other vendor can't do this. Are you able to do this?' And we can give them an image that's a fantastic image. So the imaging ability of LAW has always been one of the top things, in my mind.

"As long as I can find a program that can open it, LAW will allow me to work with that program and I can then produce an image for the client. "

Interestingly enough, that same save-the-day mentality that makes UnitedLex so valuable to their clients is also what makes LAW PreDiscovery so irreplaceable for UnitedLex.

"UnitedLex was using a different platform and it wasn't giving us the results we needed"

There's nothing like failure on one front to make you appreciate success on another. And it was having a bad experience with another program that initially led UnitedLex to LAW PreDiscovery.

"Before, UnitedLex was using a different platform and it was giving bad results," said Mr. Tucker.

"So the higher-ups asked the people inside of processing to review other tools out there, like Nuix, Ipro and LAW PreDiscovery.

"LAW PreDiscovery was the most versatile of all of them, gave the best results and could be built upon. UnitedLex went forward with LAW because we were able to get the most bang for the buck."

That bang includes giving them the most flexibility in classifying case information so that it will always be where the UnitedLex professionals need it, when they need it.

"What I really like about LAW PreDiscovery is that I can organize everything," said Mr. Tucker.

"It's real easy to point to where I want everything to be

"UnitedLex went forward with LAW because we were able to get the most bang for the buck"

with LAW PreDiscovery. I can do that by request or by custodian, or by whoever needs it in the company. I can make multiple folders and put all the data into it, and it makes it so easy for me to not only organize it, but also find all the data and move forward.

"With some of the competing software, you have filter after filter after filter. With LAW PreDiscovery, everything's so easy to track."

"LAW PreDiscovery is very much scalable"

Working internationally and with such a varied clientele, UnitedLex does more than its fair share of very large jobs. But one of the LAW PreDiscovery capabilities that Mr. Tucker most appreciates is its ability to scale to fit any size job.

"If you are a company that focuses on small data sets, you can set up LAW to work on just a few computers," he said. "But if you need to churn through terabytes, you can place LAW on multiple workstations, having some work on ingestion while others focus on imaging or OCR-ing at the same time.

"With LAW, we can tackle any size imaging and OCR job to deliver the best product to our clients."

Another task Mr. Tucker appreciates LAW for is its de-duping methodology, particularly in comparison with competitive programs.

"If you look at how difficult it is to de-duplicate inside of the Relativity Processing Console, it's by job ID," he explained. "If you had multiple custodians within that job and you were doing a custodian de-duplication, it doesn't really tell you who's in what.

"I would have to do more work with foldering than what I have to do with LAW."

"Support is fantastic. If they don't know an answer, they'll find an answer for us."

One of the hallmarks of any great product is having an equally great service team to stand behind it, whether it's because the customer needs advice about the best way to accomplish particular tasks, or in the event that something goes wrong.

With LAW PreDiscovery, UnitedLex has that equally great service team at hand whenever it's needed.

"We call customer support sometimes once a month, sometimes once a week," Mr. Tucker says.

"It all depends on what's going on or how odd the requests go. And it's always great."

Client Snapshot

UNITEDLEX

CUSTOMER PROFILE:
UnitedLex is a leading global provider of legal and business services that integrate strategy, consulting, technology and operations to deliver solutions to address the most complex business challenges.

BUSINESS SITUATION:
Because of dissatisfaction with their existing eDiscovery platform, UnitedLex leaders asked their processing team to review competitive tools to find a solution that would work better for the company. The team looked into three options as a replacement, including LAW PreDiscovery® from LexisNexis®.

SOLUTION:
According to Joshua Tucker, the company's lead eDiscovery specialist, "LAW PreDiscovery was the most versatile of all of them, gave the best results and could be built upon. UnitedLex went forward with LAW because we were able to get the most bang for the buck." Because LAW is compatible with other leading programs, UnitedLex is able to save the day for clients unhappy with other vendors' work. "We are handed something that's a cluster and we make it work," said Mr. Tucker. In addition, LAW is scalable for any size job, "whether you're processing three files or three terabytes," he said.

PRODUCT SUMMARY:
LAW PreDiscovery software from LexisNexis helps litigation professionals take control of eDiscovery early in case analysis so they can cut even millions of documents down to size prior to costly review. LAW is compatible with almost any type of file format, allowing you to import documents, then export directly into leading document review platforms in other formats. It can handle even the largest imaging, endorsing, OCR or print jobs simply by adding additional workstations.

→ **Read about other LexisNexis Litigation Solutions customer successes.**

For more information, visit www.lexisnexis.com/litigation/products/ediscovery/law-prediscovery.

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