

# From Risk to Results: Optimizing legal technology for manufacturing with OpenText

Strategically turning legal challenges into opportunities for strong business outcomes



---

## The manufacturing legal transformation imperative

Manufacturing companies face an unprecedented convergence of legal risks and complexities that traditional approaches simply cannot handle. They bear \$350 billion in annual federal regulatory costs, representing 12 percent of the sector's GDP contribution, while managing product liability risks, cross-border IP disputes, and cybersecurity compliance across global supply chains.

Legal and finance leaders recognize the urgency: 68 percent of manufacturing executives believe better cost predictability through legal technology can help them manage budgets more effectively, yet many still rely on manual, spreadsheet-based processes that cannot scale with modern legal demands.

In fact, 90 percent of general counsels indicate that technology is critical to meet strategic objectives and challenges. Forty-six percent of general counsels want to streamline operations through optimized workflows; 42 percent want to automate manual tasks being performed by staff.<sup>1</sup> Manufacturers require a wide range of core technologies leveraging AI/ analytics and process automation. Applying AI, advanced analytics, and automation enables staff to interrogate data, assess case merits, develop a strategy, and identify facts more efficiently, making risk-adjusted decisions for litigation, investigations, and regulatory obligations.

**"It is important that legal teams maintain direct control over eDiscovery processes, rather than outsourcing this to external counsel. For us, it is vitally important to collaborate closely with OpenText, so that we can align legal strategies with the technical capabilities available in the solution. The OpenText legal services team provides us with outstanding technical and investigative support, helping us manage and analyze data effectively."**<sup>9</sup>

<sup>1</sup> CCBJ Modern General Counsel Survey, 2024

<sup>9</sup> OpenText, [Bosch GenAI eDiscovery Success: Legal Transformation](#), 2025

## OpenText is a leader and stable legal technology partner

When selecting a legal technology partner, forward-thinking enterprise legal teams must consider market leadership, innovation, and the ability to scale and grow alongside the business. A partner committed to your long-term success doesn't just provide today's solutions—they anticipate tomorrow's challenges and build flexible frameworks. They are committed to continuous innovation that empowers legal teams with real control and insight.

As an organization, we are paving the way in customer-centric innovation by investing significant R&D in cloud and AI capabilities. Over the last three fiscal years, we have invested a cumulative total of \$2 billion in R&D or 14.7% of cumulative revenue for that three-year period. On an annual basis, we target to spend 14-16% of revenue on R&D expense.

This paper outlines the OpenText vision and what a partnership approach between our Legal Tech solutions for your organization will do to strengthen litigation and regulatory readiness to help you:



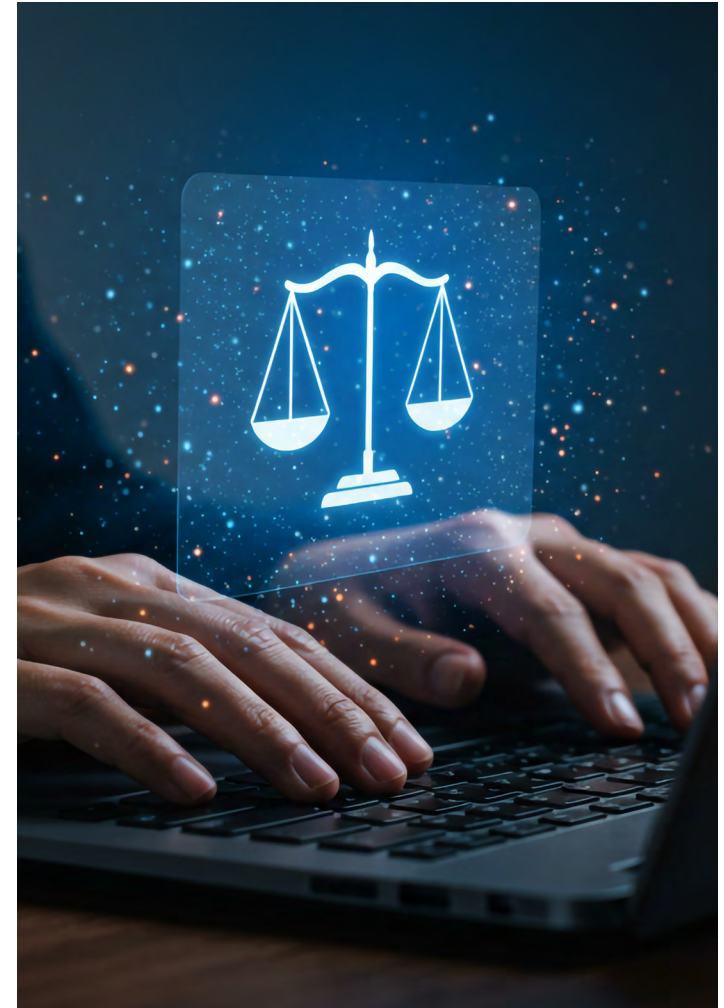
Make smarter legal and business decisions.



Optimize operational end-to-end support activities to maximize ROI and minimize risk.



Improve cost certainty to assess, repurpose, and reuse data with a purpose





## What is driving digital transformation in manufacturing?

### Data explosion and new complexities

High-volume manufacturers operate in highly regulated, litigation-prone environments with complex, volatile supply chains and vast amounts of data. Exploding data volumes, including ESI focusing on IP, product designs, manufacturing documents, quality records, and incident reports, significantly increases risk. The sheer volume, variety, and complexity of this data is making it hard to control litigation spend, stay on budget, and meet deadlines for litigation matters.

Manufacturers juggle across a variety of systems, creating gaps in legal discovery readiness and hampering rapid data access for investigations. Managing data complexity and data handling activities is making the old ways of operating legal departments untenable.

### Rise in litigation

Complex litigation, including class actions, mass tort, product liability, environmental, and patent infringement cases, is driving up eDiscovery and review costs. Legal teams face growing pressure to manage these risks efficiently, despite tighter budgets. The manufacturing sector is seeing a surge in litigation activity, particularly related to patent cases, product liability, and consumer class actions. Manufacturers are operating in an era of “nuclear verdicts” in product-related cases and a higher level of sophistication from the plaintiffs’ bar in pursuing litigation.<sup>2</sup>

The financial stakes are staggering. In 2024, nuclear verdicts—jury awards exceeding \$10 million—reached a record high of 135 cases totaling \$31.3 billion, representing a 116 percent increase in total awards compared to 2023, with product liability cases accounting for \$13.7 billion of these awards.<sup>3</sup> Manufacturing companies now face average litigation costs of \$4.3 million annually for companies with \$1 billion or more in revenue, up from \$3.9 million in 2023.<sup>4</sup> Product liability settlements in 2024 alone totaled \$13.73 billion, led by the \$10.5 billion 3M PFAS settlement and the \$1.1 billion Philips CPAP settlement.<sup>5 6</sup>

With 82 percent of companies involved in at least one lawsuit and regulatory proceedings doubling in 2024<sup>7</sup>, manufacturers urgently need legal technology solutions that can manage massive data volumes, accelerate review processes, and provide cost predictability in an environment where a single case can threaten bottom-line performance.

### Increase in regulatory scrutiny

Expanded incentives by regulators for whistleblowers and with investigations on the rise, in-house legal teams are focused on leveraging data analysis and analytics to inform risk management processes. In many instances, organizations are seeking to leverage eDiscovery tools and techniques to support these non-litigation use cases.

Heightened scrutiny on anti-corruption and misconduct is on the rise, driving investigation activities. Furthermore, workplace safety issues continue to rank among the greatest concerns for manufacturers. According to Liberty National Insurance Company, 2025 Workplace Safety Index, the US manufacturing industry lost \$7.53 billion due to workplace-related injuries last year.<sup>8</sup>

**\$31.3 BILLION**

**in nuclear verdicts in 2024**

**116% increase vs. 2023**

**Product liability: \$13.7 billion**

<sup>2</sup> [Marathon Strategies](#), Nuclear Verdicts Report 2025, May 2025

<sup>3</sup> [ibid](#)

<sup>4</sup> [Norton Rose Fulbright](#), 2025 Annual Litigation Trends Survey, February 2025

<sup>5</sup> [Expert Institute](#), The Biggest Product Liability Payouts of 2024, March 2025

<sup>6</sup> [Duane Morris](#), Class Action Settlement Numbers Remain Robust For 2024, May 13, 2024

<sup>7</sup> [Norton Rose Fulbright](#), 2025 Annual Litigation Trends Survey, February 2025

<sup>8</sup> Liberty Mutual, 2025 Workplace Safety Index: Manufacturing, July 2025

## Unifying legal technology for manufacturing

Manufacturers adopting OpenText legal technology will see measurable gains in cost predictability and risk reduction. With more than two decades of market leadership, OpenText Legal Tech provides the information advantage to enterprise legal departments and their law firms, delivering speed to facts, optimized legal operations, managed legal risk, and improved outcomes with industry-leading AI complemented by trusted expertise and superior services.

We partner with our customers to deliver:

### Investigations support

Our OpenText™ Investigations Service experts can assist in finding critical documents quickly to formulate case theory or uncover hidden data and patterns to support internal, compliance, or regulatory investigations. We bring decades of practical experience and deep technical knowledge to deliver efficient, defensible, and cost-effective results. This includes applying different workflows and techniques, including our rapid analytic investigation review (RAIR).

### Digital forensics & collections

OpenText™ Digital Forensics & Collections services leverage a team of experts to perform global digital forensics analysis, expert witness, and data collections, balancing risks and costs with strategy and implementation. Our experts can deliver rapid forensic services to discover hidden or falsified evidence and maintain comprehensive audit trails and a chain of custody of evidence.

### Automated legal hold

OpenText can assist in streamlining and simplifying legal hold by automating workflow for data preservation activities to rigorously manage custodians and locate relevant data quickly for litigation and investigations.

### AI-driven end-to-end smart legal platform

OpenText delivers end-to-end eDiscovery capabilities leveraging proprietary AI technologies, including advanced analytics and machine learning, to empower legal teams with proactive, productive, and powerful data-driven decision-making. OpenText has incorporated proprietary AI technologies to provide textual and conceptual data enrichment - extracting terms, concepts, entities, sentiments, and emotions to yield rapid insights.

### Generative AI eDiscovery functionality

Generative AI can be used to drive case and investigation strategy and outside counsel spending on document review. With our OpenText™ eDiscovery Aviator™, we leverage GenAI to improve speed to facts for investigations, enhance eDiscovery document review planning and review activities, and lower the unnecessary expense of document review with powerful GenAI features.

### Managed document review

OpenText™ Managed Document Review is a full-service solution that ensures efficient, powerful, and cost-effective document review. Led by attorney reviewers, the OpenText team conducts reviews for production, inbound reviews, and compliance, ensuring cost predictability with upfront pricing, improving accuracy and consistency with rigorous QC processes.

## Manufacturing legal transformation in action: Bosch

Global manufacturing leader, Bosch demonstrates the tangible impact of AI-powered legal technology. Facing the complexity of processing millions of documents and thousands of terabytes across multilingual investigations, Bosch partnered with OpenText to transform its legal operations. Using OpenText eDiscovery Aviator, Bosch's legal team now analyzes massive datasets in the case assessment phase, asking relevant questions and receiving answers within minutes that determine case strategy, work that previously would have taken months with traditional manual review.

***"We can see a significant return on investment from using OpenText eDiscovery's AI capabilities in legal decision-making,"** says Franziska Fuchs, VP eDiscovery at Bosch. **"It is too soon to put an exact number on it, but I estimate cost savings in the millions."***<sup>9</sup>

The platform's machine translation capabilities eliminated the need for human translators, a critical feature for a global manufacturer dealing with multilingual communications across dozens of markets. Most importantly, Bosch shifted from reactive review processes to proactive, targeted investigations, enabling faster data-driven decisions that control legal outcomes rather than simply responding to them.

<sup>9</sup> OpenText, [Bosch GenAI eDiscovery Success: Legal Transformation](#), 2025

## Unlocking legal agility with the AI-powered legal platform

At OpenText, we partner with some of the world's leading manufacturers to address these challenges to improve business outcomes and service delivery excellence. We have more than 20 years of market leadership, and we have been recognized as having one of the most comprehensive eDiscovery solutions on the market.

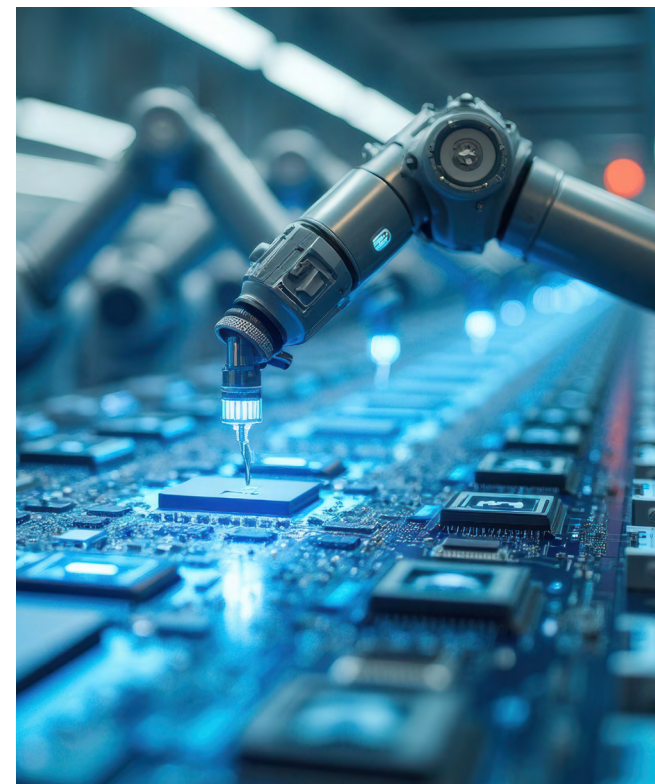
The OpenText Legal Tech Platform is a composable and intelligent platform delivering unmatched AI-powered software and best-in-class services that support and simplify a full spectrum of critical legal tasks and use cases to meet legal and regulatory obligations, including all phases of the eDiscovery process.

**“We have partnered with OpenText for many years and appreciate not just the eDiscovery solution, but the services that surround it. This partnership is about trust for us, as our legal cases are high stakes, not just in money terms, but more importantly in protecting our reputation.”**

Bosch

## What outcomes can manufacturers expect using our solutions?

- **Improve case strategy:** Perform early case assessment to assess case merits, develop a strategy, and find facts faster with intuitive, reliable advanced analytics, machine learning, and generative AI features. Make better risk-adjusted decisions and demonstrate proactive compliance effectiveness.
- **Automate legal workflows:** Leverage automation to improve the quality and accuracy of legal activities and mitigate risk, as well as reduce outside counsel spending.
- **Operationalize eDiscovery:** Provide for end-to-end capabilities that enable data-driven insights support greater cost certainty for litigation, investigations, and regulatory compliance. This includes all stages of eDiscovery from automated legal hold through eDiscovery review and production activities.
- **Accelerate document review:** Utilize predictive filters and generative AI-powered summarization to surface critical design specs, quality reports, and regulatory submissions in minutes rather than days, reducing the volume of documents requiring attorney review and cutting outside counsel fees accordingly.



To ensure value and align our approach with your business goals, we recommend the following collaborative next steps designed to help your team experience the benefits of OpenText legal technology:

- Engage with your Legal and IT leaders to conduct a Discovery Workshop. During this time, we can offer best practices and guidance for eDiscovery workflow and processes.
- Value Assessment to identify the highest ROI workflows and strategic recommendations for long-term transformation and build consensus with your stakeholders before you commit to a wider rollout.
- Test one of our GenAI jump-start packages

## Why OpenText for Legal Tech for Manufacturing?

OpenText stands apart as a [trusted partner to manufacturers](#), blending decades of industry expertise with leading legal technology. Our end-to-end solutions offer significant benefits, combining [AI-powered software](#) with best-in-class services to empower our clients to make informed, data-driven decisions. With proven deployments across large industrial enterprises, [OpenText transforms legal operations](#) into a driver of competitive advantage and business resilience.

### Our promise to you:

OpenText will partner with you to ensure the full value of your digital transformation program is achieved by streamlining legal operations in your manufacturing environment while reducing legal and regulatory risk. We will ensure strategic alignment of resources with oversight from our executive sponsors. And we promise to deliver a world-class team to support your business needs.

We'll meet you wherever you are with the composability to enhance your existing tech stack with the capabilities you require today, and the ability to grow with you into the future.

## Contact



**Hilary Johnson**

Global Senior Industry Strategist,  
Manufacturing  
OpenText

[Hjohnson@opentext.com](mailto:Hjohnson@opentext.com)

LinkedIn: [Hilary Johnson](#)