

opentext™

Success story

Hire Counsel

Industry

- Legal

Solution

- OpenText™ Axcelerate™

Services

- OpenText Professional Services

Results



Enabled accurate predictions for project scope, timeline and budget with integrated sampling tools



Reduced the volume of documents for review by more than 50% by using advanced analytics



Uncovered crucial evidence early in the case by leveraging continuous machine learning

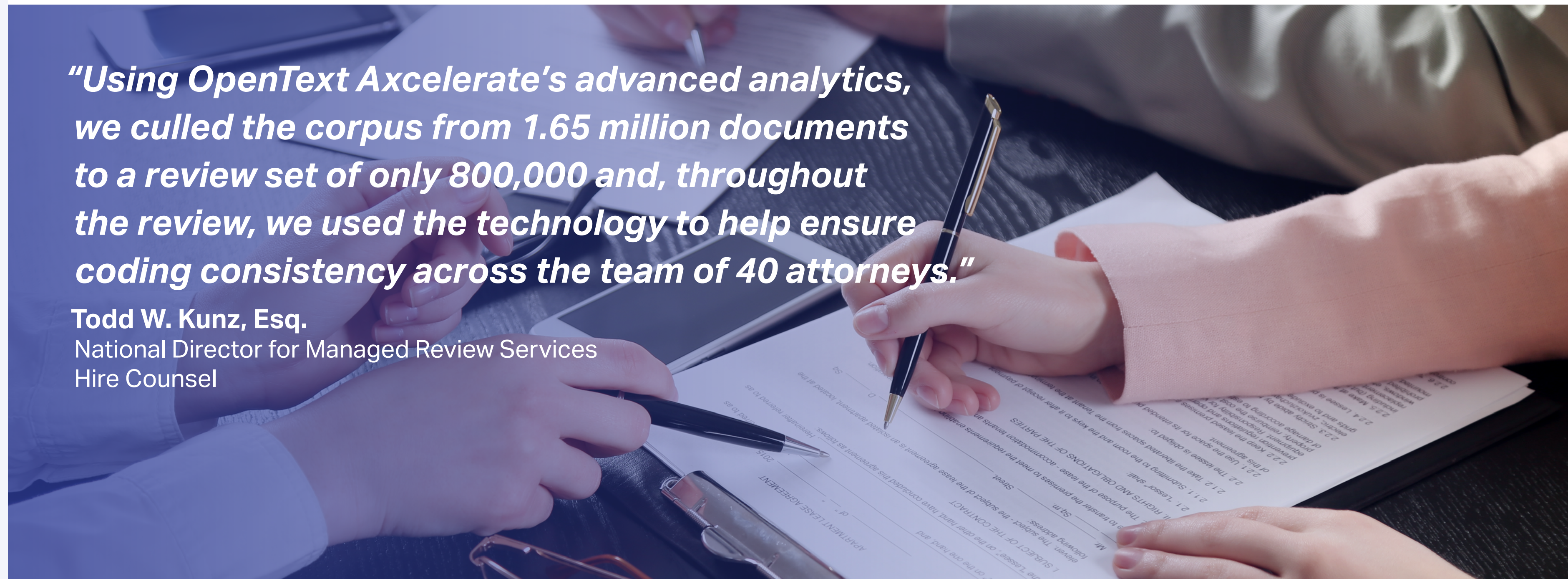


Hire Counsel achieves eDiscovery cost certainty with OpenText

OpenText Axcelerate enables seamless merger of human and machine learning, eliminating the risk of cost overruns

"Using OpenText Axcelerate's advanced analytics, we culled the corpus from 1.65 million documents to a review set of only 800,000 and, throughout the review, we used the technology to help ensure coding consistency across the team of 40 attorneys."

Todd W. Kunz, Esq.
National Director for Managed Review Services
Hire Counsel



Hire Counsel is a national leader in legal staffing and eDiscovery services, helping law firms, corporations and government agencies manage their workloads and address their legal needs. An AmLaw 100 law firm retained Hire Counsel to handle a review project for a patent infringement case involving an international medical devices company.

This project presented several key challenges, not the least of which was a production deadline just one month away. In addition, 1.65 million documents needed to be culled, reviewed and coded for 11 issues plus privilege in under 30 days. The short timeline necessitated a sizeable review team that could effectively leverage technology, and the client's fixed budget made accurate and reliable project estimates essential.

OpenText and Hire Counsel collaborated to offer a fixed-cost price schedule based on the use of OpenText™ Axcelerate™ machine learning and prioritized review workflows. With Axcelerate, the Hire Counsel team estimated the project scope and run rate—specifically taking into account the efficient use of technology—with enough accuracy to reliably assume any risk of cost overruns and deliver a fixed price to the client.

In addition to serving as a technology partner, OpenText also provided professional services to advise and assist Hire Counsel throughout the review. OpenText Professional Services maintained the database as dozens of reviewers worked around the clock and helped design sample sets to estimate the volume of responsive documents and appropriate milestones, equipping Hire Counsel with the data needed to optimize staffing. Throughout the project, OpenText Professional Services assisted with search strategies and workflows to maximize the advantage of machine learning.

The fixed review price was based on the percentage of responsiveness for documents in the review set. To determine this number, an Estimation Sample was taken. Axcelerate automatically generated a statistically sound sample of documents, which Hire Counsel then reviewed and coded. Based on this sample, Axcelerate calculated the number of documents likely to be responsive across the review set for each of the 11 issues. Drawing on experience from previous projects, the teams incorporated the efficiency gains of analytics and machine learning into their project proposal.

Armed with these technological advantages and metrics, Hire Counsel provided an exact price for the review, which was 65 percent lower than the client had expected.

The collaborative project management team then applied a combination of advanced analytics, including metadata filters, concept groups, phrase analysis and keywords, to generate targeted batches of documents to kick-start the review. As documents were coded and the team became more familiar with the case, Axcelerate's continuous machine learning refined the batches, regularly suggesting documents that were likely to be relevant for review. Hire Counsel's review managers further applied Axcelerate's machine learning to help QC and verify coding consistency across the team.

This combination of advanced analytics, machine learning and careful project management produced highly targeted results.

More than one in two documents the team looked at were relevant. Eliminating irrelevant content helped keep the review team engaged, minimized wasted effort and pushed critical documents in front of counsel, faster.





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Timely production

Based on the Estimation Sample, the team could see exactly when to wind down the review and validate its results by sampling the machine-reviewed documents categorized as likely irrelevant. The results confirmed they were ready to produce on deadline.

Confirmed accuracy

The results of the Validation Sample were impressive, confirming the team had successfully identified 98.8 percent of the relevant content across the data set by reviewing, and essentially billing the client for, only a small fraction of the documents.

Stellar efficiency score

Through a combination of machine learning and careful project management, Hire Counsel's review team achieved an efficiency score of 58.08 percent—meaning that of every 100 documents reviewed, 58 were confirmed responsive.

Total cost certainty

Only 278,000 of the 800,000 documents required human review, with the machine successfully categorizing 522,000 as unresponsive. The team delivered the project on budget and, with fixed pricing, the client never had to bear the risk of cost overruns.



About OpenText

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