



Success story

TransCanada Pipelines, Ltd.

Industry

- Legal, Energy

Solutions

- OpenText™ Axcelerate™

Services

- OpenText Professional Services



TransCanada consolidates and modernizes enterprise eDiscovery with OpenText

OpenText™ Axcelerate™ streamlines enterprise discovery with powerful processing, culling and case analysis

Results



Eliminated all third-party processing fees on day one with in-house, on-premises deployment



Reduced 96% of data requiring costly attorney review with powerful ECA and culling tools



Enabled complete litigation readiness with advanced analytics and machine learning

"In one of our first matters with OpenText Axcelerate, we successfully used keyword searching and date restrictions to cull a 105GB collection down to just more than 4GB. Previously, we would have had to bear the cost of outside counsel needlessly managing all that unresponsive data."

Dawn Radcliffe
Legal Technology Manager
TransCanada Pipelines, Ltd.



TransCanada consolidates and modernizes enterprise eDiscovery with OpenText

TransCanada is a leader in the responsible development and reliable operation of North American energy infrastructure. As it operates in a highly regulated industry with approximately 7,000 employees and 3,000 data sources, TransCanada found legal discovery and investigation obligations a significant challenge. Regularly experiencing complicated collections, large data volumes and exorbitant processing fees from outside vendors, TransCanada decided to consolidate eDiscovery in-house.

The company evaluated a variety of solutions and selected OpenText as a consistent technology and service partner. The TransCanada legal technology team adopted Axcelerate to cover all aspects of the EDRM, including identifying, indexing, preserving, reviewing and analyzing its data housed transnationally and in multiple languages.

After a rigorous evaluation process, TransCanada selected OpenText Axcelerate for its ease of use, numerous Enterprise Content Management connectors, advanced analytics, powerful data processing capabilities and ability to house and index data in multiple countries.

“Using OpenText Axcelerate, we saw a big ROI from day one by eliminating processing fees altogether and drastically reducing the data volumes we provide to outside counsel for review,” said Dawn Radcliffe, legal technology manager, TransCanada.

TransCanada migrated legacy data into Axcelerate for a consistent user experience across all its matters while keeping the data in its native country. Axcelerate’s wide range of connectors allowed the company to integrate data from sources including Microsoft® Exchange, Microsoft®

SharePoint®, IBM® FileNet® and workstations. TransCanada not only centralized scattered data in a consistent format for ready collection, but also enabled robust ECA features for searching and analyzing content and metadata.

For document review, TransCanada uses a hybrid approach, managing a range of projects with Axcelerate in-house, such as internal audits for regulatory compliance and other sensitive matters. When experts or outside counsel are involved in the review, TransCanada turns to OpenText™ Axcelerate™ OnDemand with OpenText’s secure global data hosting and expert Professional Services team.

Savings from day one

Prior to implementing Axcelerate, TransCanada was regularly incurring “astronomical” data processing charges. From the first day they went live with Axcelerate, the company experienced a strong ROI, eliminating third-party processing charges by processing data in-house using Axcelerate. With the use of Axcelerate, TransCanada drastically reduced the number of documents it provides to outside counsel for review in each matter, saving time and money from the outset.

Deeper case understanding

Using Axcelerate’s advanced analytics and data visualizations, TransCanada’s legal teams can drill down deeper into the case data, identifying patterns, events and key facts more effectively. Radcliffe says Axcelerate’s concept groups and smart filters are especially helpful for investigations. Being able to explore related concepts and search out critical communications, TransCanada’s attorneys can conduct analysis “layer-by-layer” rather than merely document-by-document.

“OpenText Axcelerate provides great visualized analytics. Rather than just words on a screen, it presents data the way our attorneys think.”

Dawn Radcliffe

Legal Technology Manager
TransCanada Pipelines, Ltd.





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Complete litigation readiness

With Axcelerate, TransCanada has met its goal of implementing a comprehensive, end-to-end strategy covering all stages of the EDRM. It has a consistent process for culling, collecting, processing, searching, categorizing, prioritizing, reviewing and producing documents. TransCanada's teams are supported with keyword search and OpenText's powerful advanced analytics and machine learning for more exacting and cost-effective results.



About OpenText

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