



ALVAREZ & MARSAL

CHALLENGES

- Inefficient document analysis process that took 3 to 5 weeks to analyze approximately 60 GB of documents
- Significant time delay between conducting searches and sharing results with clients
- Lack of document analytics made it virtually impossible to understand context and interpret results
- Ineffective technology forced them to re-index the entire data set every time the case parameters changed, decreasing proficiency per billable hour

SOLUTION

- Clearwell E-Discovery Platform for document processing, analysis, and review

BENEFITS

- Delivers e-discovery capabilities in hours vs. 3 to 5 weeks
- Eliminates the 2 to 3 day lag time before results are presented to clients
- Provides guidance on custodians, keywords, topics, and discussion threads relevant to the case
- Fosters better client service and satisfaction
- Reduces occurrences of lost revenue on billable hours

“Clearwell gave us the solution we needed to streamline a manual, iterative process that was eating up resources and costing us time and money. By automating the way we conduct our investigations, Clearwell reduced time spent on document analysis by 78 percent.”

John deCraen,
Forensic Investigator and Lab Manager

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Clearwell Reduces Time Spent on E-Discovery by 78 Percent and Saves Clients Hundreds of Thousands of Dollars

OVERVIEW

Alvarez & Marsal (A&M) is a global provider of management and advisory services to companies in crisis, providing third-party auditing, analysis, and dispute resolution. The Dispute Analysis and Forensic Services group (DA&F) within A&M focuses on assisting major law firms and corporate counsels in complex investigations and electronic discovery. Manual review is one of the most costly and inefficient steps in forensics and dispute analysis. As the volume, complexity, and regularity of these inquiries escalates, the need for quick and accurate analysis and review becomes a top priority for the firm and its clients.

BUSINESS CHALLENGES

DA&F's document analysis and review process was effective, but extremely inefficient because of the technology at their disposal. “We were forced to reload and re-index the entire data set every time the case parameters changed, which almost always happens after the initial results are delivered to our client—it was a nightmare,” said John deCraen, Forensic Investigator and Lab Manager at for A&M. Rather than bill clients for each redundant reload and re-index, they internalized the loss out of their billable hours, resulting in decreased proficiency per billable hour.

A second drawback was the lack of document analytics. DA&F's existing toolset made it virtually impossible to organize the data or glean any intelligence from the results. DA&F needed the ability to view the context of discussions in order to identify

who was speaking to whom, and when—a feature that DA&F thought was unavailable with any similarly priced product.

Finally, there was a time delay between conducting the searches and sharing the results with the client. Since their previous technology was not web-based, results needed to be shipped to the client, resulting in a 2-3 day delay between searches. This hindered the progress of a client's investigation, again driving up costs.

The entire process—from receiving an initial data set to presenting the findings to a client—took between 3 to 5 weeks to analyze approximately 60 GB of electronic documents. The group's profitability and sustained client satisfaction hinged on streamlining its document analysis process.

“Clearwell turned our document analysis and review process into one of our strongest competitive advantages. We’ve noticed a significant increase in customer satisfaction, a decrease in financial loss of billable hours, and our staff is freed to allocate more of their time on higher value work.”

John deCraen, Forensic Investigator and Lab Manager

CLEARWELL SOLUTION

DA&F conducted an extensive search for an alternative solution. After reviewing five different products, deCraen selected the Clearwell E-Discovery Platform. Clearwell offered several capabilities that would directly impact the group’s efficiency and optimize its workload.

“Clearwell’s performance and flexibility were uniquely optimized for the sophisticated investigative work we need to conduct,” deCraen said. “In a trial run, after loading the data it took only minutes to complete a search, and the results were presented in context, making the evidence easy to interpret.”

Clearwell’s context-based search results and analytics reduced the time spent on investigations by 78 percent, delivering results in mere hours versus waiting weeks to receive critical insight into cases.

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satisfaction, a decrease in financial loss of billable hours, and our staff is freed to allocate more of their time on higher value work.”

Clearwell’s incremental processing capabilities have been one of the biggest time savers for DA&F. Documents for new custodians or additional date ranges are quickly processed without reloading and re-indexing old data. Clearwell delivers additional time savings by enabling A&M’s clients to conduct their own analysis via a web-based interface which allows them to view results immediately, eliminating the 2-3 day delay.

The quantitative time savings, coupled with the qualitative improvements in piecing together relevant messages, are a vast improvement to DA&F’s document analysis process. Clearwell’s analytics provide unparalleled context, automatically threading together emails to determine all the individuals who are connected to an investigation, and establish who spoke with whom and when. Rapid tagging and closed-loop case management capabilities further streamline the review and

analysis process, ensuring the utmost efficiency and accuracy.

“Clearwell’s analytics give us a 500 foot view of the data, identifying key topics and group-to-group communications that we simply could not see manually,” deCraen said. “We are very happy with how quickly Clearwell allows us to complete our cases.”

BUSINESS BENEFITS

Using Clearwell, DA&F now has the power to conduct rapid and in-depth document analysis, enabling the firm to cost-effectively provide key findings to clients in days versus weeks. Clearwell:

- Delivers analysis in hours vs. 3 to 5 weeks
- Eliminates the 2 to 3 day lag time before results are presented to clients
- Provides guidance on custodians, keywords, topics, and discussion threads relevant to the case
- Fosters better client service and satisfaction
- Reduces the occurrence of lost revenue on billable hours

ABOUT CLEARWELL SYSTEMS

Clearwell Systems, a leader in Intelligent E-Discovery, is transforming the way enterprises conduct e-discovery in response to litigation, regulatory inquiries, and corporate investigations. By automating the processing, analysis and review of electronically stored information, Clearwell enables enterprises to accelerate early case assessments, lower processing costs, reduce review workload, and gain control of e-discovery. Leading corporations, law firms, government agencies, and legal service providers have reduced e-discovery costs by as much as 80 percent within days of their deployments.

To learn how Clearwell can deliver value to your organization, contact an e-discovery expert at: info@clearwellsystems.com, or call us at: 877.727.9909.



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