



Constellation Energy

CHALLENGES

- Difficulty identifying security and compliance violations
- Inability to accurately respond to data inquiries
- Resource constrained with task force solely dedicated to manually discovering and analyzing documents
- Over 45,000 hours spent responding to an estimated 225 inquiries in 2005

SOLUTION

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

BENEFITS

- Millions of dollars in cost savings
- Document analysis in minutes vs. days
- Increased staff productivity, improved confidence over accuracy of results
- Proactively identify and analyze critical business risk

"Given the amount of time we spend manually reviewing documents, we expect our deployment of the Clearwell E-discovery Platform to deliver millions of dollars in cost savings related to future investigations. Clearwell allows me to reinvest in my department and assign my current staff to more strategic initiatives, which in turn adds even greater value to the business."

John Petruzzi, Director of Enterprise Security

CONSTELLATION ENERGY

Constellation Energy Reduces Corporate Security Risks and Lowers Cost of Regulatory Audits with Clearwell E-Discovery Platform

OVERVIEW

Constellation Energy, a recognized Fortune 200 energy powerhouse, has been on a mission to maximize security, mitigate risk, and demonstrate compliance amidst pressures of expansion and acquisitions. A critical part of this dramatic transformation was to streamline the process of responding to an increasing number of investigative requests.

BUSINESS CHALLENGES

In 2005 alone, the Incident Response and Forensics (IR&F) task force responded to an estimated 225 inquiries all requiring the manual collection and review of business records. The IR&F is solely dedicated to discovering and analyzing documents associated with data inquiries, including those in connection with lawsuits and internal investigations. "Each audit or request we receive requires us to first physically locate every document relevant to the request. Then, significant work hours are spent manually reviewing document and emails, piecing together related threads to determine who knew what and when, verifying their relevance and categorizing the results," said John Petruzzi, Director of Enterprise Security at Constellation Energy.

A particular request required Petruzzi and a team of 20-30 people to spend more than six weeks and hundreds of hours—sifting through documents in .pst files and searching through data on legacy systems that had been deemed obsolete. Even worse, the painstaking work had to be done after hours to

avoid disruption of the production environment. The entire process proved highly inefficient, extremely costly and understandably frustrating.

By year's end, Constellation Energy had spent a total of 45,000 hours or more sifting through over 700 email boxes, at a significant cost to the company. As the number of requests continued to escalate each quarter and with no other viable solution, Petruzzi had to assign more bodies to the problem and budget more headcount for the coming year.

Document analysis and review continued to be one of the biggest cost-drivers in Petruzzi's department. Subsequently, one of Petruzzi's top priorities for the department was to research and leverage technology to automate the e-discovery process. His team had tried keyword search tools, which did not provide the robust capabilities Petruzzi's team needed to reduce the time and cost of Constellation Energy's investigatory process.



Clearwell.

“Setting up the Clearwell E-Discovery Platform was simple and straightforward as advertised, delivering immediate value to our organization in just a few hours.”

John Petruzzi, Director of Enterprise Security

CLEARWELL SOLUTION

An exhaustive search for an e-discovery solution that went beyond simple keyword searching produced no leads. That’s when Petruzzi discovered the Clearwell E-discovery Platform.

“There is nothing else like it—Clearwell was the only solution we evaluated that went beyond basic document retrieval to provide a whole new level of analysis that we never thought possible,” Petruzzi said. “Not only does the Clearwell solution reduce our document analysis costs, but the prebuilt dashboards proactively identify and analyze critical business risks before they become issues for our company.”

Unlike today’s keyword search tools that simply index and provide access to historical documents, Clearwell analyzes the unique properties of over 400 document types and email and combines them with organizational data to deliver insight into critical events and key business communication patterns. This is done for all documents, emails, and attachments, across all email servers—collected files, and storage archives.

The Clearwell E-Discovery Platform accomplishes all of this without creating a separate information store, moving mailboxes, or installing software on any desktops or servers, making it very easy to maintain and operate.

“Setting up the Clearwell E-Discovery Platform was simple and straightforward as advertised, delivering immediate value to our organization in just a few hours,” Petruzzi said.

BUSINESS BENEFITS

Petruzzi believes the Clearwell E-Discovery Platform will prove extremely beneficial for Constellation Energy as the company responds to various types of data inquires.

“With Clearwell, the possibilities are endless. The solution can be used to drive better business results for any function that requires in-depth analysis of electronic documents, from compliance and legal to human resources and customer management.”

Based on these use cases, Clearwell and Constellation Energy estimate that the company will see millions of dollars in cost savings related to future investigations, providing a significant return on investment for the company. “Clearwell allows me to reinvest in my department and assign my current staff to more strategic initiatives, which in turn adds even greater value to the business,” Petruzzi said.

In addition to the hard cost savings, Constellation Energy stands to benefit from the following:

- Increased staff productivity by solving investigations 10 times faster
- Improved confidence over the accuracy of results
- Discovery performed in minutes vs. days
- More informed and accurate business decisions

For Constellation Energy, the Clearwell E-Discovery Platform will provide time and cost savings that will free up work hours and reduce the frustration of looking for the proverbial “needle in the haystack”.

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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