

■ ■ SAINT BARNABAS ■ ■ HEALTH CARE SYSTEM

New Jersey's Health Care Leader

CHALLENGES

- Large volumes of ESI
- Limitations to performing early case analysis
- Complex review processes

SOLUTION

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

BENEFITS

- Rapid visibility into large amounts of data
- Better management of internal investigations
- 90 percent cull-down rate for one case
- Integration with other systems

"E-discovery technology has come a long way in the last five years, and Clearwell is a great example of how the industry has evolved. It can organize the data in ways that we never previously conceptualized."

Jonathan Barkhorn
Senior Vice President, Compliance
Saint Barnabas System

Saint Barnabas Health Care

Saint Barnabas Health Care System Assumes In-House Control and Reduces E-Discovery Costs with Clearwell

OVERVIEW

Saint Barnabas Health Care System, New Jersey's largest integrated health care delivery system, provides treatment and services for more than two million patients each year. The \$2.4B company has 18,200 employees and a medical staff of 4,600 physicians. As a result, the company's email footprint is very large, with thousands of people using email on a daily basis. Companies as sizable as the Saint Barnabas System generate large volumes of email and electronically stored information (ESI), which creates a growing challenge to manage and control data while maintaining reasonable retention policies. For highly regulated industries like healthcare, the larger concern quickly becomes not just the overwhelming amount of data but, more importantly, the information it contains.

Chief Compliance Officer Jonathan Barkhorn, Senior Vice President, Compliance for Saint Barnabas System, is someone who is called upon to conduct internal reviews from the company's data corpus. Mr. Barkhorn's team has deployed the Clearwell E-Discovery Platform, which enables early assessment by providing a window into company ESI and allowing quick access to the content. This allows intelligent culling of data so that only relevant documents are sent on for further review when necessary, helping to reduce overall review costs.

CHALLENGES

Healthcare and other highly regulated industries that create large amounts of data face special retention challenges. In the ordinary course, every large organization must institute litigation and investigation holds which result in the accumulation of millions of electronic files at a very high cost to the organization. "It is the way of the world now that we have to deal with a huge inventory of emails and other ESI when conducting an investigation. Ultimately this results in significant costs when it comes to e-discovery," he said.

Before purchasing Clearwell, Mr. Barkhorn's team had limited technology with which to analyze ESI in-house or cull-down a data set, eliminate duplicates and organize potentially relevant data. Recently, Mr. Barkhorn's staff was tasked with managing in-house, a preliminary analysis of ESI for multiple custodians involving 330GB of data.

“Clearwell helps put us in the driver’s seat, which is important because we often have the internal intelligence necessary to judge relevance of certain data and make informed decisions.”

Jonathan Barkhorn
Senior Vice President, Compliance, Saint Barnabas System

Earlier technology solutions failed to provide a way for reviewers to view and interpret metadata, thus adding yet more time and complexity to the review process. Mr. Barkhorn’s team needed the ability to quickly view the full dataset associated with a given email, within parameters established in conducting this review. With outside review costs averaging \$200-\$300 per hour at a rate of approximately 50-75 documents reviewed per hour, outsourcing for e-discovery would have resulted in out of control costs for the case.

SOLUTION

Searching for a way to solve this growing problem, the Saint Barnabas System IT&S team deployed Clearwell. The group found the product to be a recognized e-discovery solution that had the ability to integrate with the company’s existing systems and those of the attorneys to whom they outsource work. Clearwell was up and running almost immediately and quickly indexed the company’s ESI from the native environment, including on the email servers.

Clearwell helped Saint Barnabas System reduce review costs by keeping their review in-house and enabling data culling to the narrowest relevant set at an approximate 90 percent

reduction rate. This gives in-house control the ability to better manage costs by responsibly minimizing the amount of data that must be further reviewed by paid consultants. The product also provides an easy-to-use interface, intuitive visuals and the agility to work through large volumes of data. “Clearwell helps put us in the driver’s seat, which is important because we often have the internal intelligence necessary to judge relevance of certain data and make informed decisions,” Mr. Barkhorn said.

Additionally, Clearwell was shown to integrate well with other products used for phases of e-discovery downstream of processing, analysis and first-pass review. Clearwell can normalize the data upon export for smooth transition into another system, enabling an iterative and streamlined process.

“E-discovery technology has come a long way in the last five years, and Clearwell is a great example of how the industry has evolved. It can organize the data in ways that we never previously conceptualized,” Mr. Barkhorn said.

BENEFITS

Saint Barnabas System’s initial application of Clearwell involved over 300GB, and achieved a 90 percent cull-down rate as a result. Clearwell gave Saint Barnabas a window into large amounts of ESI in a way that was previously almost unthinkable, allowing them to better manage data reviews. Further, Clearwell’s transparent search capabilities enabled rapid search and analysis of data, saving time and outside review costs. The product enabled a reasonable and methodical approach to e-discovery.

Mr. Barkhorn’s team found that Clearwell took much of the guesswork out of this review and provided context into email threads and conversations under review, which helped staff decipher who was talking to whom and when. The product’s ability to integrate with other downstream systems was also a key factor for Mr. Barkhorn’s team.

“Clearwell is very intuitive, and gets reviewers into the mindset of how emails are used. With Clearwell, we can begin to efficiently interpret large volumes of ESI to help focus on key pieces of information,” Mr. Barkhorn said.

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.



Clearwell Systems, Inc.
441 Logue Avenue
Mountain View, CA 94043
650.526.0600 tel
650.526.0699 fax
www.clearwellsystems.com