

Flexible, Innovative Managed Services Solution

Overview

A US-based AM Law firm partnered with Sandline to enhance its eDiscovery and litigation support through a managed services model, using Everlaw's self-service tools for routine cases and Sandline's expert support for complex matters. This flexible approach allowed the firm to streamline internal processes, reduce costs, and ensure seamless collaboration on both simple and high-stakes cases.

A US-based AM Law firm, with a small internal litigation support team, recognized the need for a robust solution to manage their eDiscovery and litigation support needs. The firm chose Sandline's Multi-Platform Managed Services solution for their eDiscovery and litigation support needs.

By leveraging the Organization Administrator functionality in Everlaw x Sandline, the firm's internal eDiscovery team gained the ability to perform a wide range of self-service tasks within their projects. This capability empowered them to open and manage smaller matters independently.

The firm also understood the importance of having Sandline project team support for larger, more complex cases.

One of the key factors in their vendor evaluation process was the availability of Everlaw and Relativity-certified project managers on standby. This assurance provided the firm with the confidence that they could access expert help whenever needed, striking the perfect balance between in-house capabilities and external expertise.

Through this strategic partnership, the firm not only enhanced its eDiscovery processes but also positioned itself to deliver exceptional service to its clients.

 Services:
Managed Services



Business Need & Vetting

Process

The law firm needed a solution that empowered their small litigation support team to handle internal, office of the general counsel, and smaller litigation matters in-house. While the internal team could manage cases using self-service functionality when they had the bandwidth, they often required external support from Sandline for larger matters with tight deadlines that required full EDRM support.

Solution: Managed Services Offering

Sandline Global's managed services solution leveraged Everlaw as the primary platform, while offering Relativity as an option for case transfers, attorney preferences, and client preferences. This approach ensured the law firm had flexible technology options, all supported by the same expert team.

Self-Service Functionality for Routine Matters

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- **Open new databases:** The firm's eDiscovery team can quickly set up new workspaces in a matter of minutes. With Everlaw's case templating feature, they can effortlessly copy settings from previous matters—such as users, permissions, predictive coding models, coding rules, production protocols, etc., making the setup process even more streamlined.

- **Process data independently:** The internal team was able to take advantage of Everlaw's intuitive self-service tools to:
 - Upload and organize data.
 - Leverage ECA and analytics functionality with ease.
 - Apply simple processing rules for efficient review and production.
- **Generate productions:** Using a user-friendly wizard driven process, the team can create production links and send them in minutes—eliminating long download times and ensuring they meet tight deadlines.

At any point, the team could request assistance from Sandline's project management team to ensure their matters stayed on track, or they could bring in Sandline's experts from the outset of a project for more seamless integration and proactive management.

Client-First Approach and Owning the Outcome

For high-complexity cases, larger-scale matters, or those with pressing deadlines, Sandline's project management team, with 30-minute response times and 10-20+ years of experience, stepped in to handle:

- **Data Collections and Mobile Device Conversions:** Sandline handled all collections and mobile device conversions, ensuring compliant, minimally invasive, and defensible processes that met the needs of large-scale cases.
- **Managing Large-Scale Productions:** For matters involving multiple custodians or tight deadlines, Sandline oversaw the entire process, from data intake, processing, analytics, and ECA workflows through managed document review, QC, and production.
- **Proactive Project Management:** Sandline's team took full ownership of each case, proactively identifying and resolving potential challenges, which ensured successful outcomes and gave the firm confidence throughout the process.



- **Consultation and Workflow Optimization:** Sandline also provided strategic consulting for more complex cases, ensuring defensible workflows and helping the firm efficiently navigate their eDiscovery challenges.

By combining Everlaw's self-service functionality with Sandline Global's end-to-end services under the Sandline Managed Services Offering, the law firm achieved several key outcomes:

- **Operational Efficiency:** The firm's internal team could efficiently manage smaller matters while leaving more complex, time-sensitive cases to Sandline's expert team.
- **Cost Savings:** By handling smaller cases in-house, the firm reduced outsourcing costs, while Sandline's expert services ensured that larger cases were managed with precision and at rates below the firm's own billable rates. Sandline also implemented a cost recovery model, allowing the firm to recover the costs of its Managed Services solution.
- **Seamless Collaboration:** Everlaw's self-service tools, combined with Sandline's responsive project management support, created a seamless workflow, ensuring smooth transitions between the internal team and Sandline's experts.

Through this managed services model, the US-based AM Law firm increased their productivity, freeing up their litigation attorneys to focus on case strategy and client retention.

With accountability, flexibility, and dedicated support, the firm benefited from a fully integrated, scalable solution that met their eDiscovery needs at every level.

