

# Transforming Niche Symphony Data into a Reviewable Format

## Overview

Faced with a complex, undocumented XML chat format that other vendors struggled with, a client turned to Sandline. Our team quickly identified the key data components and built a custom script to extract, transform, and convert the data into fully rendered RSMF files. Within 24 hours, the files were review-ready and successfully loaded into Everlaw. The scripted workflow can be used for future projects, providing lasting value.



Services:  
eDiscovery

## Challenges

A client approached Sandline with the need to review an unconventional data format: a new type of chat data that was not a standard export and came with no documentation or established method of interpretation. This export consisted of a series of XML documents. The client voiced that several vendors had already turned them away. The client

and their internal team had nearly resigned themselves to manually digging through the XML files.

The format was unfamiliar, unstructured, and without any reference material. But the client asked if Sandline could create a solution to assist with converting the data into a review ready format.

## Expertise

Without any initial guidance, our team drew on their expertise in custom scripting and workflow development. By analyzing the raw files, we quickly identified the core data components necessary for reconstruction.

We then developed a custom script to scan and extract the relevant content: messages, timestamps, participants, attachments, and metadata. From there, we transformed the data into a format compatible with our processing system.

Within 24 hours, the data had been converted into fully formed RSMF files, visually and functionally indistinguishable from those generated from a Cellebrite export. Sandline's script was designed to be repeatable, ensuring scalability for future matters. The final output was seamlessly loaded into Everlaw, delivering a review-ready experience for the client.



## Results

- Turnaround Time: Under 24 hours from intake to RSMF generation
- Delivery Format: Fully rendered, review-ready RSMF with attachments and metadata
- Platform: Data loaded into and reviewed within Everlaw. The client reported a positive and intuitive review experience.
- Long-Term Value: Scripted process reusable for future iterations of this data type

## Why It Matters

What distinguished this solution was not only the technical execution, but the approach behind it. Where others saw a roadblock, we saw an opportunity to solve a complex challenge. This case highlights the importance of partnering with a provider capable of navigating edge cases—the rare but disruptive issues that can derail progress.

At Sandline, we don't deflect difficult problems—we take ownership. We work through the complexity to deliver effective solutions, enabling our clients to stay focused on their core work, not on formatting or data challenges.

This is the value of working with a partner like Sandline: one that brings adaptability, agility, and deep expertise when it matters most.

