

Case Closed: How StoredIQ Helped a Major Insurance Company Reduce Costs of eDiscovery in Hundreds of Lawsuits

The Business Need

When Hurricane Ike struck the Texas coast in 2008 causing billions of dollars in damage, it triggered a wave of lawsuits against insurance companies in the region. One insurance company soon realized that its antiquated methods and processes of responding to litigation would be excessively expensive and would require more time than was acceptable. Most of the individual lawsuits required eDiscovery, and the company's eDiscovery process involved manual, bulk collection of the electronically stored information (ESI) using disparate tools and disjointed processes. After collection, the data would then be sent to a litigation service provider to process that data and create a load file, which would then be sent to their outside counsel for formal review and production. This expensive and tedious process was often iterative for each matter, and there were hundreds of cases to be assessed and litigated. Clearly, this herculean undertaking had the potential to devastate the company and exhaust a significant portion of its resources. So at the recommendation of their outside counsel, they began looking for a solution that could streamline, expedite, and ultimately reduce the costs of litigation.

The Evaluation Process

The StoredIQ solution was selected in less than a month. One of the most critical features the company was looking for was the high availability of the StoredIQ appliance. Given the magnitude of the cases, the company required that the solution be able to handle constant usage, execute several concurrent tasks and support multiple users. Given its rapidly-deployable, enterprise-ready architecture built upon fault-tolerant NAS, breadth of connectors and accommodating scalability, the StoredIQ solution was a natural choice for the company.

The Solution

Although the company had a complex IT environment, including several Microsoft Exchange servers, the StoredIQ IIM Platform was deployed and began indexing in just a few days. In addition to the 1.5TB of email that was now under StoredIQ management, the IIM Platform was also able to identify an additional 2.5TB of ESI that was previously inaccessible by the company's former eDiscovery technologies, including file servers, group shares, and workstations. To further ease the complexities of the eDiscovery process, StoredIQ's web-based interface enabled the company to provide access to their outside counsel directly, enabling them to more quickly and efficiently analyze and process potentially matter-relevant data, reducing both legal expenses and response time, and improving overall litigation strategy.

CHALLENGE

Reduce collection and processing costs for hundreds of lawsuits and eDiscovery requests for a large insurance company

SOLUTION

StoredIQ's Intelligent Information Management platform automated and simplified the identification, preservation, collection, and processing of matter-relevant data

BENEFITS

- Rapid deployment
- High availability and scalability
- Shortened eDiscovery response time
- Streamlined eDiscovery process

RESULTS

- Reduced eDiscovery costs of collection and processing
- Eliminated outside litigation service vendor expenses
- Effectively managed hundreds of concurrent lawsuits

StoredIQ

The Results

Because the StoredIQ solution was a one-time, fixed cost, the company was able to eliminate all processing and collection expenses by their outside litigation services vendor, saving hundreds of thousands of dollars, and realizing a positive return-on-investment in an exceptionally short amount of time. The StoredIQ solution, running around the clock, met the demanding requirements of the company and their outside counsel, creating on average 50 to 100 rolling productions per week. Notably, these load files only contained the incremental matter-relevant data, avoiding duplicative or redundant review. And although StoredIQ discovered, indexed, and managed more terabytes of information, the amount of data that was ultimately sent to outside counsel for formal review was considerably less, and just as critical, more relevant to the matter. Moreover, StoredIQ also reduced response time, and enabled the company to ultimately resolve matters more quickly and litigate more successfully.

About StoredIQ

StoredIQ is a leading provider of enterprise-class Intelligent Information Management solutions, enabling organizations to gain visibility and control over business-critical information to help meet their compliance, governance, eDiscovery and risk management needs. Leading companies, including American Express, MGM, VMware and Pitney Bowes, rely on StoredIQ's award-winning solution to manage their information more intelligently and efficiently. Founded in 2001, StoredIQ is a privately held company headquartered in Austin, Texas.

For more information about how StoredIQ can help you with your eDiscovery and Information Management needs, contact us at info@storediq.com or call us at 512.334.3100. Additional information is available at www.storediq.com

The logo for StoredIQ, featuring the word "StoredIQ" in a bold, sans-serif font. The "I" and "Q" are in a dark grey color, while the "S", "t", "o", "r", "e", "d", and "I" are in a bright orange color.