



## KILPATRICK STOCKTON CASE STUDY

### BACKGROUND

For well over a century, Kilpatrick Stockton LLP has provided trusted counsel and forward-thinking legal solutions to clients throughout many industries—and throughout the world. They have built long-standing partnerships with their clients by acting as more than just lawyers; they're strategic advisors, offering broad legal services, responsive service, entrepreneurial vision, a tradition of innovation and strategic leadership to deliver service and satisfaction to their clients and their communities.

With their home base in Atlanta, Georgia, Kilpatrick Stockton has a global footprint with over 500 attorneys in ten offices around the world. They have distinguished themselves as one of the country's top-ranking law firms and, in 2009, 85 of its partners were listed on the *"Best of the US 2009."*

Vince Nalin is the Manager of Litigation Support for Kilpatrick Stockton and is responsible for litigation support services in all of Kilpatrick Stockton's US and International offices. As is often the challenge in multiple office firms, Kilpatrick Stockton was supporting several different software platforms in a decentralized environment.

### THE CHALLENGE

Like so many other law firms, Kilpatrick Stockton's primary in-house solutions served them well for a number of years, but were not designed for the management of document collections of electronically stored information (ESI). Kilpatrick Stockton's global presence required a collaborative business solution with easy access to a single, secure environment that was both customizable and scalable for optimal performance regardless of the volume of data. Simply put, they wanted to add efficiency to their document review and discovery process. In today's fast paced and highly competitive market, success requires speed and accuracy. Saving time saves money.

An additional challenge for Vince was to identify a solution that would be easily accepted by the end users. The end users would have very high expectations from a new platform and would expect a solution that was intuitive and adaptable to their discovery workflow.

On the technical side, ease of administration was also a requirement. Vince was responsible for close to 40 TB of existing data and migrating to a centralized environment would be a daunting task. Of equal concern was the time and costs associated with the daily administration of the databases. A centralized environment would require a web-based solution to accommodate all of Kilpatrick Stockton's offices.

### THE SEARCH FOR A SOLUTION

One of Kilpatrick Stockton's key service providers, Encore Discovery Solutions, had previously introduced Vince to Relativity from kCura Corporation. Kilpatrick Stockton experienced the productivity and success of kCura's review and production platform on a few cases that were hosted by Encore. According to Vince, it was a "no-brainer" to leverage Encore's data center and instance of Relativity to host all of their new cases after the success they experienced using Relativity on a few matters.

Over the course of several months Kilpatrick Stockton evaluated a number of litigation support platforms. During the process, they realized Relativity would provide yet another benefit they hadn't initially considered: through its unique security architecture, the litigation support team at Kilpatrick Stockton would be able to maintain administrative control over their cases, including the ability to load data, despite the databases being hosted in Encore's facility. Additionally, they would be able to create workflow efficiencies between their internal operations and Encore's service offerings.





## THE CHOICE - RELATIVITY

Vince and his team decided that Relativity was the best solution for the firm's litigation support requirements. Utilizing Relativity in a centralized location with web-based access, Kilpatrick Stockton now has a manageable, collaborative platform with all offices working on the same data set.

Key to this centralized platform is the ability to accurately track production sets, eliminating the need for multiple databases. Relativity stores complete production histories and production copies are automatically linked to the original record. Vince recognizes the cost savings of maintaining a single database, "You don't have to try to figure out what specific database you need to work with or what version of the software you should be running – it's easy for our users to get logged in and find their way around. With the initial data being kept untouched, you're really just getting different views of the same information. This greatly simplifies where and how you store data."

Vince found that "selling" Relativity to his hundreds of end users was easier than expected. Relativity allows database administrators to tailor the database features to the workflow of the individual end user and user groups. End users access only the documents, fields, and features they need to be efficient in the system. Reviewers focus on the documents; not the technology. Relativity's ability to adapt its interface on-the-fly for specific user's workflows and requirements has also impressed Vince's users. "We have actually designed a standard template for all [our users'] cases to go in, and now we're teaching everyone how to customize the views however they want. Also, if a third party needs to look at certain data or documents, or our team has to produce data for another party, we can simply segment the data, and use Relativity's security to allow a third party to log-in and see only the documents they have rights to see and the features they need to review those documents."

Relativity's built in workflow rules can push documents through the review process based on pre-defined criteria. Additionally, automated rules can force consistent coding across duplicates, family groups, near duplicates, e-mail threads, etc. Reviewers are able to make more decisions per hour and case administrators verify the quality of those decisions through custom validation logic. The end result is an increase in both review speed and consistency of coding decisions.

## RELATIVITY AT KILPATRICK STOCKTON

Relativity brings a welcome solution to the database proliferation issue and need for collaboration, and adds so much more value in other ways. The quality control features within Relativity have made it easier for Kilpatrick Stockton to ensure that documents that shouldn't be produced aren't produced.

Relativity's workflow and coding rules have allowed Kilpatrick Stockton's users to customize review for themselves. Because the firm has a broad group of reviewers – from the technophobe to the technophile – Relativity has enabled case teams to create a system that allows everybody to have the same flexibility they had in the paper world: by handling certain cues and review aspects in a way that is most comfortable for them.

The ability to offer a first-class, web-based litigation support solution – one that provides powerful review tools, scalability and customizable collaboration with their clients and co-counsel – will help Kilpatrick Stockton retain their leading edge as a premier law firm with superlative leadership in electronic discovery.



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