

## **Why 'Legal' Document Digitization?**

Legal departments and the law firms face significant challenges when dealing with the multitude of issues surrounding complex litigation matters and regulatory investigations. Document related information tends to be at the center of understanding and developing a winning legal strategy but yet is often too cumbersome to access quickly and accurately to assist counsel in a meaningful way early in the discovery process.

With 'physical war-rooms' featuring large filing cabinets, colored tags, millions of papers giving way to 'virtual war-rooms' accessible over the Internet on multiple device types, the following work-flows are increasingly becoming indispensable:

- Logical Document Determination (LDD)
- Objective/Bibliographic Coding
- Subjective Coding and
- Document Review

## **Our Strength**

- Demonstrable knowledge in the areas of Litigation Coding and Document Discovery solutions.
- Management skills to put together a convincing Service Management infrastructure that will help seamless integration of the outsourced business process with other related business processes.
- Ability to provide business intelligence and analytics so as to add value to the retained business processes that will interact with the outsourced business process.
- Litigation support unit consisting of trained personnel, which include Litigation Support Managers, Review Lawyers, Experienced Coding Operators, Team Leads and Application Developers.

## **Our Strategy**

- Our Litigation Support Managers first evaluate the client requirements and prepare a Service Level Requirement (SLR) Document.
- Our Management Consultant(s) work with client representatives to prepare Service Level Agreement (SLA) document with quality and service level metrics defined.
- Later the Management Consultant(s) plan and then install a detailed Service Management framework with roles and responsibilities fixed for the key participators and define Standard Operating Procedures (SOP) to support the Service Level expectations.
- This document is also called the Coding Manual and/or the Process Document
- This Service Management framework is reviewed and revamped from time to time in consultation with client representatives based on a Six Sigma quality enhancement plan.

- The Business Analytics wing assists the Project Management in consultation with the Litigation Support Managers to generate valuable Business Intelligence reports based on the processed data. This comes bundled as a value added service of our BPO offerings and attracts no additional costs.

## **Services We Offer**

We provide a variety of services in the area of litigation document management and coding:

**Document Scanning:** This service includes scanning of individual pages to create images, which are reviewed and grouped to create image files forming the basis for documents.

**Physical Determination:** This service involves physical binding of document wise pages using materials like clips or stapler pins etc.

**Logical Document Determination (LDD):** Here logical document boundaries are determined by inspecting individual pages and attachment pages are linked to the respective documents.

**Indexing and Organizing:** We organize your legal documents by abstracting key fields, after a page-by-page review and creating a convenient and searchable database through indexing.

We accept documents through either ftp, CD or DVD, paper stack or any other format. Here is a summary of our working procedure:

- We review your sample document
- We prepare specifications as per your requirement
- We prepare samples
- You review specifications and samples
- We refine specifications and samples till you approve
- We develop in-house tools for automation at various levels
- We start production
- We perform quality check by our quality assurance cell
- We deliver following the agreed schedule

## **Type of Coding We Do**

**Objective or bibliographic coding:** This is done on standard fields like

- BEG Doc
- END Doc
- BEG ATTA
- END ATTA
- Document Type
- Document Date
- Begin Date
- End Date
- Author
- Recipient
- Author Organization
- Recipient Organization
- Characteristics
- Carbon Copy
- Document Title
- Mentions etc.

**Subjective or in-text coding:** For comprehensive coding requirements we perform subjective or in-text coding on specific fields like product name, person name or document summary etc. We use in-text coding to extrapolate this data for rapid sourcing of every reference. Names of individuals and organizations along with other key words or phrases within the body of each document are coded based on your instruction. Many times data and names are found in various formats (i.e. Tom Albert, Mr. Albert or T. Albert) within the same document population. At your discretion, we use data and name normalization procedures to uniformly assign the same reference throughout the database. This process guarantees optimal database search capabilities with no reference overlooked.

**Optical Character Recognition (OCR):** OCR converts the words that appear on a scanned image into their text formats. These words can then be indexed allowing you to perform full-text searches on your scanned paper documents. Our operators can code the text documents into formats compatible with standard Electronic Data Discovery (EDD) software.