

GLOBAL TRANSPORTATION POWERHOUSE MINIMIZES ATTORNEY FEES, ELIMINATES REDUNDANT WORKFLOWS, AND ENABLES END-TO-END LEGAL READINESS

“ Every time we spend money on an attorney hour now, the value of that dollar grows as opposed to being a dead-end cost incurred for one case. Congruity360 has armed us with knowledge of what data we store and where risk lies, helping us identify and eliminate potential issues within our organization. This is a huge step towards cutting cost and leveraging expensive work products many times over. ”

PROBLEM

The customer is a global smart mobility provider of transit vehicles for short distance transportation. As the customer expanded its vehicle options and market cities, it experienced an immediate need to better manage legal operations relevant to its quickly expanding data sets. The customer wanted a single, modular solution to govern and organize its data as it scales rapidly and faces increasing litigation.

SOLUTION

Congruity360 Legal Hold, a single system of record that manages legal compliance and information governance across disparate native repositories from notice, to preservation, to evaluation, was implemented. The customer's legal department can now send out litigation hold notices, track and manage acknowledgements, and generate fully defensible audit logs from the user-friendly Legal Hold platform. Legal Hold connects directly to the customer's cloud-hosted applications including G Suite, Slack, Box.com, Confluence, and Zendesk, holding relevant and responsive data in place, in its native formats. No duplicate files are created or stored, maintaining data integrity and generating no additional data storage costs. As the customer hires new counsel or shifts internal resources, Legal Hold serves as a centralized knowledge center so no tribal knowledge is lost when personnel shifts occur.

To further enhance litigation readiness, the customer also implemented CTR: Collect to Review, Congruity360's end-to-end eDiscovery solution that seamlessly integrates with Legal Hold. The customer is now able to index disparate data sources within CTR, resulting in leaner collections and the ability to search across all repositories within the CTR platform. CTR's "index and review once, use many" feature eliminates repetitive workflows, limiting engagement with outside attorneys to documents that have never been reviewed.

The customer now enjoys fully defensible, repeatable litigation hold and eDiscovery processes, with minimal gaps and potential spoliation, managed fully by its in-house legal team, with Congruity360 as the sole supporting vendor. In the coming months the customer will adopt Congruity360's AIA: Audit, Intelligence, Action, a comprehensive information governance solution, to round out its full data management strategy.

VALUE

The customer is now able to put a custodian on litigation hold, triggering Google Vault to preserve in place, create a matter in CTR, and start searching that custodian's data **without:**

- Bringing IT into the workflow
- Making a duplicate copy or exporting a .pst of the data
- Running searches multiple times, across multiple data sources