

# eDiscovery

BUYERS GUIDE: 2020 EDITION





# SaaS-Based eDiscovery Suite Boasting an Easy-to-Use Web Interface with Fully Integrated Data Analysis and Visualization Tools Powering Efficient Document Review

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## Latest Developments and Updates

- In June 2020, Casepoint received the Federal Risk and Authorization Management Program certification (FedRAMP) and is now fully approved to help public sector customers manage electronically stored information for legal proceedings.
- Five first place awards in Corporate Counsel's Best of 2020 product and services survey for online review, technology assisted review, and end-to-end eDiscovery platform.
- The number of legal matters running on Casepoint increased by 453% in early 2020 over the entire year of 2019 and the company now supports a total of 600 employees up from 370 in July 2019.
- In late 2019, Casepoint was selected by the Securities and Exchange Commission for its cloud-based eDiscovery pilot program.

There are many tools that offer to slice and toast your eDiscovery data, but when it comes down to pressing the lever users just want to be able to trust the platform they're using. eDiscovery can be intimidating for many people because the tools look complicated and the jargon is confusing. At Casepoint, they've developed a mission to provide users with an easy-to-use interface that gives you the proper tools when you need them, but also runs powerful analytics and visualizations in the background when you're ready for them.

Notably, Casepoint has some remarkable and functional uses beyond litigation as more and more corporate legal departments have embraced the platform to perform their due diligence for compliance and investigations. Whatever your needs are for processing, reviewing, and producing electronic data, Casepoint can provide extraordinary insights into the data collections you're responsible for.

## Data Ingestion and Processing

Recognizing that many firms and legal departments appreciate the ability to

launch, load, and manage their own matters, Casepoint offers several options for uploading and ingesting data into the system. For example, since so much of the data in the business world today is stored in the cloud, Casepoint now allows you to [pull data](#) directly from OneDrive, Google Drive, Dropbox, and more. This saves a lot of time, and avoids any risk involved with manually moving files from one location to another.

Casepoint's [data processing](#) wizard walks you through every step of the data upload procedure and asks all the necessary questions before starting the processing stage. You can immediately see any errors or file exceptions before proceeding so you can resolve them appropriately and (Casepoint provides suggestions for resolving any issues). Once that's done, you can download a variety of reports so you know how many files you're dealing with and other pertinent information.

Casepoint can also process native NSF files from Lotus Notes in addition to all of the other commonly known file formats. There may not be as many NSF files floating around these days but having a platform that doesn't require them to be converted first is convenient and advantageous.

## Power in the Interface ... When You Need It

It's obvious that over the last several years Casepoint has invested heavily in streamlining their user interface so that it's clean and accessible. Depending on your specific needs, all of the advanced features can be hidden for reviewers but case administrators can instantly uncover all of the options and features they need at any time.

For example, Casepoint implemented a drop-down "Actions" menu that conveniently puts tasks out of the way but it's a simple click to access technical options for data processing or advanced tools for data analysis. And throughout the interface

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you’ll find the three-dot “ellipsis” indicating there are more options and task choices available for any given function when you need them.

### Valuable and Visual Insight Into Your Data

When you’re faced with reviewing thousands of emails from your client, you can quickly get overwhelmed by the prospect of starting at the top of the list and looking at each message, one-by-one-by-one-by-one. That takes an immense amount of time and robs you of weekends even though this seems to be the typical and “accepted” approach to document review.

But what are you really doing in document review? Are you trying to find every instance of when your client received headlines from nytimes.com? No, you’re trying to re-create the story of what happened and when, and discover who was communicating with whom, and what topics they were all discussing. What was important and why? It’s difficult to

formulate a story by looking at individual messages, which is why Casepoint baked their visualization tools directly into the platform so that they’re easy-to-access.

For instance, rather than starting at the top of a devastatingly long list of email messages, click into the “Bubble” email visualization in Casepoint to give you a bird’s-eye view of which email domains/addresses were the most active. You can see which domains/addresses your client was emailing and you can click down directly into a single conversation. This is a much better way to start getting your head around the pertinent conversations.

The email visualization approach can work in the reverse as well — if you see a lot of emails coming from a news site or sports organization, you can quickly identify those in the visualization and bulk-tag all of those emails as “non-responsive” so that you don’t have to spend any additional time looking at them. See Figure 1.



Figure 1: In the middle you can see a list of all of the “Recipient Domains” so you can quickly pull those messages up. You can also click the “circles” representing large and small email collections based on their domain.

“ Casepoint allows you to create multiple search indexes that give you some flexibility when it comes to how search results get returned, or how you can customize the “noise words” or “stop words” for a particular search.”

In addition, Casepoint can accept conversations from text messages that can be displayed in a format that is similar to how they look on a mobile phone. These messages can be searched just like any other document in the set. GPS location data can also be ingested into Casepoint from mobile devices so you can track location information as well. See Figure 2.

#### Handy Thumbnails

At some point as you move through the Visualizations in Casepoint, you will eventually have to face a list of the relevant documents that you’ve culled down. You can certainly view a static list of files reminiscent of looking at an Excel spreadsheet, but Casepoint is one of the view platforms that offers an extremely helpful Thumbnail view of your documents. This may not seem significant until you actually see your documents organized in this manner because you can easily pinpoint important files based on a quick glance. See Figure 3 on the next page.

Casepoint also has full support for just about any file type you can throw at the platform including 3D CAD images which are usually plentiful in construction litigation matters.

#### Predictive Coding that Doesn't Feel Like Predictive Coding

Some eDiscovery platforms require you to use a separate tool for technology assisted review (TAR) or predictive coding. Other platforms make you jump through so many hoops to use the technology that most users just give up. Casepoint offers an approach that’s “just right.”

Everyone talks about how you should be using predictive coding, so why is it so hard? One reason is because some of the original approaches to predictive coding required several phases of “training” where humans had to code a sample set of documents, feed those results to a computer, wait for the computer to apply the coding to other documents, check the computer’s work, and

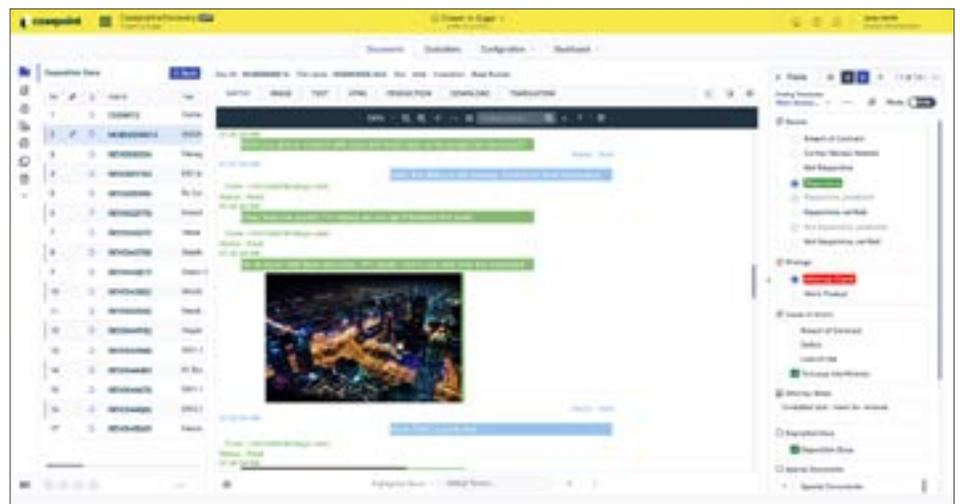


Figure 2: Casepoint can configure text messages collected from mobile devices into a familiar format so that you can easily tag a conversation just like other documents and files.

repeat, repeat, repeat. That was always a long and drawn-out exercise.

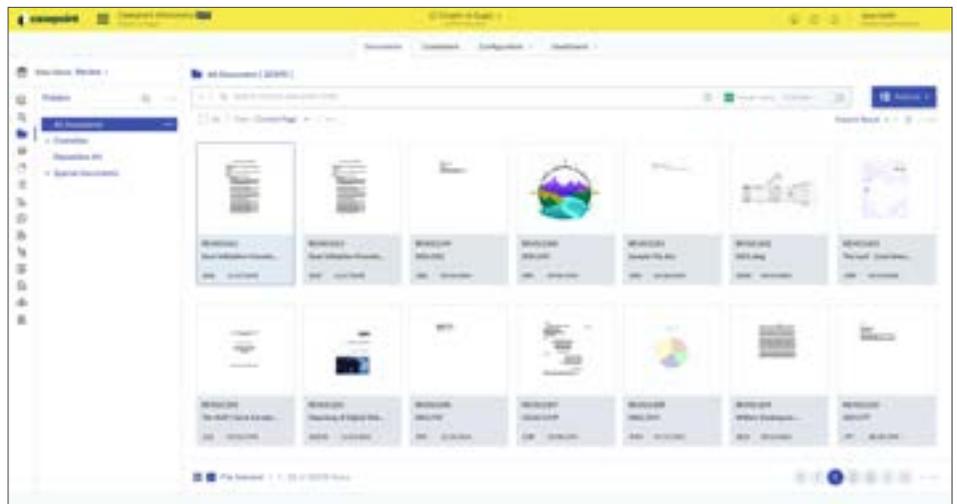
Casepoint decided to fully integrate their **CaseAssist** analytics tools directly into the platform so that it is always working for you, and it's there when you need it. As soon as someone tags a document, CaseAssist immediately goes to work in the background to find similar documents that could have the same tag applied. You can ignore the suggestions if you choose, but CaseAssist is already doing the analysis for you and honestly, you would be a fool for not taking advantage of this convenient feature of the platform.

Just to provide a more concrete example, let's say you start your review by looking at an email visualization and find a set of emails that come from a sports site every day with scores and news ... but those are completely irrelevant to your matter. You can bulk-tag all of those messages as being non-responsive and Casepoint immediately goes out and finds similar messages that might be irrelevant as well. CaseAssist doesn't apply those tags on your behalf, but it humbly suggests that those documents should be tagged in the same manner based on the work you've already done. See *Figure 4*.

If you need to see how well CaseAssist is doing, you can turn on the "Verification" mode to give you updated Recall and Precision measurements which can also be helpful for showing to opposing counsel or the court.

### Email Threading

Another powerful component of **Casepoint** is their approach to displaying "email threads" or email conversations. Most



**Figure 3:** The unique thumbnail view in Casepoint enables you to quickly identify a document that you're looking for based on the first page of the file.



**Figure 4:** The CaseAssist Dashboard provides a plethora of information about the status of your review while providing a confidence level in the accuracy of the predictive coding it's providing.



Figure 5: The left panel provides a visual representation of an email conversation along with the indication of “parent” messages and “child” attachments. You can also see at a glance whether a member of the “family” or “conversation” has already been tagged.



Figure 6: Larger words in the “Word Cloud” indicate that they are found more often than the smaller words. You can click through the cloud to drill down into specific terms.

platforms will rely on the “Conversation ID” that comes embedded in most PST files, but Casepoint has engineered the system to look at the entirety of each email message so that it can accurately pinpoint where each message fits within the overall conversation/thread.

Based on this information, Casepoint can also confidently display all of the “inclusive” emails from a thread. That means that if you only looked at those inclusive emails, you would basically have access to the entire conversation. For example, there may be 22 email messages in a conversation but Casepoint can tell you that if you read through 9 of the inclusive messages, you would see the entire conversation.

The “Email Conversation” list is helpful to see if someone has marked individual messages as responsive or not so that you can decide if the entire conversation should be tagged accordingly. Casepoint also lets you switch to a visual layout of email conversations if that works better to see icons of the messages and a graphical representation of how messages were replied to or forwarded. See Figure 5.

### Search and Advanced Search

Even with all of the amazingly helpful visualizations and analytics tools built into the platform, Casepoint knows there are still times when lawyers need a fully functional search tool they can trust. When it comes to searching, Casepoint brings some unique features that aren’t regularly found in other platforms. For example, Casepoint allows you to create multiple search indexes that give you some flexibility when it comes to how search results get returned, or how you can customize the “noise words” or “stop

words” for a particular search. Search indexes on most platforms exclude many common words like “to” or “and” from their index so that searches run quicker but Casepoint allows you to include them when it’s necessary.

The Advanced Search tool in Casepoint provides a unique visual interface where you can add different connectors and visibly see how your search parameters are being built. The “Test Query” button at the bottom lets you see the results a search will return before you fully commit to running it. If you choose, Casepoint can also show you a “word cloud” of the terms it found in your documents and you can drag and drop a term into your search query. *See Figure 6 on the previous page.*

### Reports and Productions

When you’re in the thick of a litigation matter, it’s important to have access to information about the documents and files you need to review and produce. Casepoint provides a helpful Report Wizard where you can quickly create a spreadsheet based on the search terms and fields you need to include in the report.

When you’re ready to create a [Production set](#), you’ll find that option in the “Actions” menu. Casepoint’s Production Wizard walks you through the entire process and helpfully points out potential issues with the production set when it comes to inconsistent numbering schemes or when you’re leaving out family members from email sets.

It seems like there’s no shortage of document review platforms on the market today and it’s becoming a struggle to differentiate one from another. Casepoint,

however, has developed a distinctive “switch” campaign to help potential customers better understand how their platform compares to others. In other words, large firms and corporations are viewing Casepoint as a viable alternative to other technology in the market.

### Who is Casepoint?

[Casepoint](#) empowers legal departments, law firms, and public agencies by providing smarter legal technology combined with award-winning client service. Casepoint eDiscovery is the fast, enterprise-class, and next-generation eDiscovery suite from Casepoint, based on more than 12 years of innovation in the industry. It is built upon the Casepoint Platform which is a highly scalable, secure, and configurable application environment that meets the demands of sophisticated clients within eDiscovery and beyond.

### Why You Should Consider Casepoint...

- Powerful CaseAssist analytics tool built into the platform to identify patterns and key themes without labor-intensive search queries or creating training sets.
- Unique “Thumbnail” view of documents to aid litigation teams in quickly locating the document they’re searching for.
- Powerful visualizations that provide useful insight into data to aid in better understanding the who, what, when, and where.
- Document comparison option for pinpointing the differences in similar files.

### Try Out Casepoint for Yourself!

You can [watch a demo](#) of Casepoint and contact the company for more information!

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