

# Success Story

Case Study > Hennigan, Bennett & Dorman LLP

## STEELPOINT CASE STUDY

### ORGANIZATION

- Hennigan, Bennett & Dorman LLP

### VERTICAL

- Legal

### BUSINESS NEED

- Compete effectively against larger law firms
- Improve speed and efficiency of litigation and eDiscovery processes
- Efficiently manage cases involving millions of pages of documents

### SOLUTION

- Introspect eCM, Litigation Support and eDiscovery

### RESULTS

- Increased productivity of lawyers and paralegals
- Gained competitive advantage and agility over other law firms
- Lowered overall case preparation and administrative costs
- Improved efficiency in tracking and managing litigation

*With the capacity to manage tens of millions of pages, Introspect eCM offers today's leading organizations the ability to easily and securely access, review, and manage all types of paper and electronic documents. In turn, organizations can reduce administrative time and costs, enhance case preparation, enable collaboration between clients and co-counsel, lower risks, and increase client satisfaction.*

**COMPANY OVERVIEW** Based in the legal Mecca of Los Angeles, Hennigan, Bennett & Dorman LLP (HBD) specializes in complex business litigation, corporate reorganization, and intellectual property matters. Founded in 1995, HBD prides itself on its national reputation for finding innovative and practical solutions for clients involved in commercial disputes of extraordinary size and unusual complexity. HBD's core challenge is to remain relatively small and nimble, while turning this agility into a competitive advantage against bigger law firms. HBD's weapon of choice is information technology, including state-of-the-art trial presentation, document imaging, and video conferencing systems.

**BUSINESS NEED** All law firms courting top clients face the same king-sized volumes of documentation in the discovery process—volumes that often run well into millions of pages of paper and electronic documents. Law firms must be able to quickly and efficiently search, catalog, annotate, distribute, and print mission-critical documents. HBD understands that competing successfully against the largest law firms and winning the confidence of top clients demands continuous performance improvements and unmatched service levels. To achieve these objectives, HBD sought out a feature-rich document and information management tool that would be easy to manage, user-friendly, and could handle millions of pages of documents. HBD determined that its solution must be capable of importing documents in any format, from Microsoft Word and Excel to the various species of email, as well as provide litigation support from start to finish.

**THE SOLUTION** HBD explored several options before selecting Steelpoint for its Introspect eCM litigation support software and consulting services. HBD chose Introspect eCM based on the application's superior performance and functionality in handling the complex requirements of litigation support, as well as the eDiscovery process. Notes Jim Bergman, HBD's Director of IT, "Our paralegals and attorneys have everything that they need within Introspect. From start to finish of litigation, Introspect eCM provides something for everyone involved and allows our attorneys to handle all documents with ease and efficiency." Bergman praised Introspect eCM's exceptional performance with millions of pages of evidence, its accommodation of high user volumes, and its overall scalability for eDiscovery work.



**BEYOND LITIGATION SUPPORT... AN eDISCOVERY REVIEW TOOL** HBD created a database within Introspect eCM containing electronic files, so that attorneys and paralegals could review them for privilege and responsiveness prior to converting them into TIFF format. To assist in the review process, Introspect eCM manages the relationships between emails and their associated attachments, as well as the email threads. By assessing data in its native format, HBD reduces the time and money that is typically involved with converting documents to TIFF format—a very cumbersome and slow process, and one that can cost between 12 and 17 cents per page. The eDiscovery savings at HBD grow rapidly when considering the potential for hundreds of thousands of pages involved. In using Introspect eCM as its eDiscovery review tool, HBD has gained a reliable solution for big and potentially lucrative cases involving millions of emails that must be searched, organized, and reviewed.

**THE RESULTS** HBD's enterprise-wide solution, Introspect eCM, has more than 60 in-house users and over 30 co-counsel users. HBD has used Introspect in dozens of its high profile and complex cases. The user-friendly interface and custom fields allow attorneys to rapidly search and review documents and efficiently track and manage all litigation. "For any pleading or case that requires searching, organizing, and reviewing of documents, we use Introspect eCM, and have found that the product is an exceptional litigation support application for cases of all scopes and sizes," says Bergman.

As a result of Introspect's features and easy-to-use application, HBD can improve and quicken the overall litigation process and save administrative time and costs—all of which means it can spend more time focused on case preparation and management. HBD's staff can focus more effectively on the firm's core competence, which is litigating complex corporate cases, and avoid spending endless cycles with hundreds of thousands of marginal documents. HBD attorneys gain an edge over their bigger competitors through their ability to more effectively manage documents than the opposition.

**“AS A SMALL FIRM INVOLVED IN SOME OF THE BIGGEST CASES, WE ARE CONTINUOUSLY UP AGAINST THE LARGEST, NATIONAL LAW FIRMS. ONE OF THE REASONS THAT WE CAN COMPETE AND SUCCEED IN THIS ENVIRONMENT IS BECAUSE WE HAVE INTROSPECT IN PLACE. INTROSPECT GIVES US THE CONFIDENCE AND COMPETITIVE ADVANTAGE TO SUCCEED, AND IN TURN, MAKE OUR CLIENTS SUCCESSFUL. OUR CLIENTS BENEFIT FROM THESE INVESTMENTS THROUGH THE IMPROVED QUALITY OF OUR LEGAL SERVICES AND THE INCREASED PRODUCTIVITY OF OUR PROFESSIONALS. THE RESULTS ARE WORLD-CLASS LEGAL WORK AND DECREASED COSTS.”**

**JIM BERGMAN, DIRECTOR OF IT, HBD**

Steelpoint, a leading provider of litigation support, compliance, and risk management solutions, increases operational efficiencies and reduces risks by helping organizations rapidly review all forms of content to discover and resolve matters. With over 10 years of experience and over 5000 successful user installations to date, Steelpoint delivers leading solutions through industry specific software, business and technology consulting, partnerships, and systems development tools.

**Steelpoint Technologies, Inc.**

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