

How Edox Reduced Completion Times for Hosted Review Support by 70%

What if you could work with a vendor who completed your request before the other guys had even *acknowledged* receipt of your request?

This Client had engaged a large hosting vendor to conduct hosted review and productions for a major multi-district litigation case; they engaged Edox to manage the paper side of discovery. As time passed, the Client found that their other vendor was unable to keep pace with the size, scope and urgency of the project: their after-hour availability was limited; they failed to provide project updates; they made time-consuming errors; and they left the Client concerned that they were not committed to the success of the project. The Client compared this vendor to Edox – with our rapid response times, our nearly constant availability and our round-the-clock attention to Client needs – and engaged us to help with hosted review.

Immediately, Edox dedicated a large team specifically to this project; with budget front-of-mind, we were still able to match and, in many cases, beat the fees of the larger vendor. We built strong, capable teams to handle requests almost around the clock, and we integrated ourselves as part of the Client's team, working not only seamlessly with the Client but also with other vendors on the case.

Moving quickly and with sharp accuracy, we've addressed complex requests in a timely manner. Our hosted review support has included export requests, user creation, updated credentials, data loads, load file manipulation and general research help. Among the results we've achieved for this Client to date:

- We successfully host 16 million records, terabytes worth of data, in a single workspace accessed by as many as 350 users at a time.
- We have reduced completion times for hosted review support by 70%
- We have made ourselves available throughout the week and with extended weekend hours of 6am to 2am
- We have continued to manage paper services effectively, in addition to hosted review

>	INDUSTRY:	Oil & Gas
>	SIZE:	International, Fortune 500
>	LOCATION:	Houston, TX
>	TIMING:	December 2010 to Present

On anonymous case studies: The privacy of our clients is important to us. That's why we keep details, such as names, confidential. When you work with us, you can be sure your privacy will always be protected.

"Thank you to all. [The Client] has been so happy with our transition to your company."

- Counsel for the Client

