

Trustworthy Consultation

We Help Find The Best Path Forward

At HaystackID, we strive to earn our clients' trust as the most resourceful, knowledgeable and committed litigation service provider in the market. When starting a litigation support project, the HaystackID team often is tasked with following a detailed and rigid plan presented by the client or firm. In some cases, however, our team can recognize a better path forward thanks to our experience and ability to see the true scope of a project. We take pride in being true expert consultants who can clearly communicate the benefits of an option that will save the client time and money.

Background: *Keeping our eyes open to tackle a complex problem.* Perhaps our greatest strength is the ability to consult on complex matters and difficult situations. One such instance involved a law firm that had approached HaystackID with data collected by its client on a hard drive via DATs and CSVs rather than PSTs. HaystackID immediately placed the case into its Canada-specific [Relativity](#) environment.

The HaystackID's team recognized the need for an immediate gap analysis to ensure the firm's assumptions regarding the strengths and weaknesses of the collection were accurate. Once the workspace was set up and the initial correspondence period ran its course, the inherent challenges of the project became abundantly clear.

HaystackID Responds: *Recognizing missed opportunities not met with a rigid plan.* After extensive initial correspondence and a short period spent setting up the workspace—including creating layouts, fields, and choices, as well as saved searches—HaystackID received an exceptionally detailed set of instructions on how to mass-tag documents in stages, primarily on the basis of keyword searches. The client's goal was to exclude as many documents as possible from "human review."

The HaystackID's team saw that this was not a well-organized and efficient workflow. Much of the client's phrasings were considerably different than industry standard terminology and that clear communication was even more important than usual. This required many phone conversations followed by emails to confirm what was agreed upon. Our assessment was that Analytics would be a much more effective way to achieve the objectives.

We explained that a different approach was necessary using common terminology, and that the information itself presented some serious issues. Given the nature of the data—and the fact that it was processed in NUIX—the team was constantly troubleshooting to ensure that the workspace was indexed properly for Relativity Analytics to function. We made multiple calls to kCura to troubleshoot and problem-solve issues that arose during the composition of the index. This involved extensive manual work to best protect family relationships within the dataset.

Solution: *Explaining how and why another approach will benefit the client.* A number of objectives could best be met by utilizing Relativity Analytics, email threading and clustering in particular. We added one of HaystackID's Relativity Masters to the team to join in a conversation on how best to leverage the tools. That consultation proved invaluable, and brought all parties involved decisively onto the same page. HaystackID proceeded using the new plan and ensured that we could back up our initial claims with proper action.

Once the index was finalized, HaystackID created a customized Analytics guide for the client. This included the basic instructional information customized to the client's needs along with extensive screenshots and excerpts from kCura's own documentation. HaystackID also provided extensive reporting that better illustrated the numbers as well as the reasons behind the resultant saved searches, mass edits and batch sets.

Outcome: *A successful result strengthens the client relationship.* The project was completed within the timeframe required and bolstered the relationship between the client and HaystackID's team. HaystackID demonstrated our ability to identify and correct issues in the constructs and design of a project, as well as how to communicate those issues to a wary client.

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About HaystackID

HaystackID is a specialized eDiscovery services firm that helps corporations and law firms find, listen, and learn from data when they face complex, data-intensive investigations and litigation. With an earned reputation for mobilizing industry-leading computer forensics, eDiscovery, and attorney document review experts, HaystackID's Forensics First, Early Case Insight, and ReviewRight services accelerate and deliver quality outcomes at a fair and predictable price.

HaystackID serves more than 500 of the world's leading corporations and law firms from North American and European locations. Our combination of expertise and executional excellence, coupled with a culture of white glove customer service, makes us the alternative legal services provider that is big enough to matter but small enough to care. **Learn more today at [HaystackID.com](https://www.haystackid.com)**