

Hands-On Consulting Makes an Impact on Virginia Law Firm Cooley Godward Kronish, LLP

Client Need:

Cooley Godward Kronish, LLP, a Reston, VA-based law firm, approached LSI to help them create a document database from a large collection of hard copy documents and electronic files of various types, a two-year conversion and production project involving thousands of documents.

Bonnie Nelson, a Senior Paralegal at Cooley, has worked with LSI for several years on at least 10 different projects. She considers LSI her “preferred vendor” because of their depth of knowledge and professionalism. “LSI has helped us correct other vendors’ mistakes,” says Nelson. “They know more than my IT guys! They are always professional, diplomatic, and their services are consistently outstanding.”

Gannon Solution:

LSI advised the client on how to create the database and how to categorize documents throughout the review process. LSI also provided support for the actual production of the images to opposing counsel. Finally, LSI was asked to deal with opposing counsel's vendor to ensure that the delivery of data to Cooley met required standards for an effective review of opposing counsel's data.

LSI delivered far more than just a technology solution, however. The consultation aspect of the project was critical to this project’s success. LSI conferred extensively with the client on how to manage document "tagging" during the review process; developed production safeguards to ensure that inconsistencies in the review process were identified prior to production; and provided on-site database support when required, including database and image updates. LSI Vice President, Siobhan McCarthy, explains: “LSI has a lot of experience performing traditional conversion tasks, but we find that our consulting services are just as critical to the client and the success of the project.”

Nelson agrees. “I get bombarded with vendors who tell me they specialize in litigation. Sometimes they offer us a great deal, and we’ll give them a try. We always go back to LSI, because they are just more cost effective in the long run. LSI fixes problems immediately and staff are always available. No other vendor except LSI has actually come to our offices to troubleshoot at a moment’s notice. No one else gives me that level of customer support.”