Case studies
Translate, DSARs and AI

Altlaw

At Altlaw, we understand the importance of data. We also know how to get the most out of it.

Here, we have three real-life case studies that cover the Relativity Translate tool, how we dealt with a DSAR matter and how combining two AI tools can offer a higher level of quality control.

We'll also tell you more about us and how the RelativityOne platform can transform your litigation delivery.

If you have any questions about the topics covered in this booklet, feel free to contact our team <u>here</u> or by clicking the button at the bottom of the document.

How we work with legal professionals

At Altlaw, we provide cost-effective, expert eDiscovery services to lawyers, corporations and government departments.

Trusted by many of the UK's top law firms, we're proud to deliver expert legal assistance, from eDiscovery, document review, disclosure and DSAR services.

We're experts in the industry, delighting legal professionals with cutting-edge technology that saves time and money for almost 20 years.

Established in 2004	**Crown Commercial Supplier**	**Fluent in every facet of eDiscovery**
	Certified ISO27001 with secure city premises	**Central offices in London, Frankfurt and Dublin**

We understand that data is an asset. In an ever-growing digital world, legal professionals are expected to handle increasing volumes of data in their daily lives.

With Altlaw — and the technology we have at our disposal — no project is ever too big or small. By working with us, you'll be able to process unprecedented volumes of data and manage information throughout the project lifecycle, from data collection to disclosure.

In a legal landscape that's constantly changing, we know it's crucial to stay ahead of the curve. We're proud to provide the latest techniques and data processing technology brought to you by some of the brightest minds in the industry.

And that's where we differentiate ourselves from other eDiscovery providers. Partnering with us goes much further than access to world-renowned software. You'll have access to our hub of eDiscovery experts, whose purpose is to make your projects run as smoothly and efficiently as possible.

Put simply, our mission is to save you time and money. And we have the technology to do so.

Hear from our clients

"I regularly use Altlaw and their services to the point where they're my first-choice eDiscovery providers for civil and criminal matters. The experience, friendliness and expertise of the staff are second-to-none and make the entire technical process easy to understand. Working with Altlaw gives me the confidence I need — I consider them as an extension of my firm and what it stands for."

Andrew Gilmore
Head of Criminal Dept., Grosvenor Law

"We hired Altlaw to provide assistance with a very sensitive matter. The support and professionalism to protect those involved was invaluable. The accreditations Altlaw have no doubt spent considerable time securing and maintaining provided assurances to all parties involved. The 24/7 availability of the team meant the matter was handled in a time-sensitive manner, providing comfort to a situation requiring the utmost discretion."

James J Hannon
Senior Partner/Head of Litigation and Dispute Resolution,
William Sturges LLP

A deeper look into RelativityOne

So, you've heard all about Altlaw. But what about the technology that drives us forward every day and allows us to generate efficiencies for our clients?

RelativityOne is Relativity's fastest, most powerful, secure and up-to-date platform for handling unstructured data. The software allows you to store and control millions of documents across limitless devices from one easy-to-use interface.

In the hands of an Altlaw expert, RelativityOne allows you to take your data further than ever before. Whether using it for litigation, information governance, an internal investigation or a government request, you can leverage your electronically stored information (ESI) for smarter and faster decision-making.

Thanks to the software's advanced analytics, your processing, reviewing and indexing tasks become simpler. The software allows the most important eyes in your project team to access all the relevant information they need from a data set in a fraction of the time.

RelativityOne can help with:

→ eDiscovery processes

→ Data Subject Access Requests (DSARs)

→ Reliable document review

To summarise, RelativityOne allows you to interpret vast volumes of complex data across varying formats, meaning you discover actionable insights and identify relationships within your data in as little time as possible.

Let's explore how we used the software to equip other businesses with the knowledge and information they needed to make faster, better and more effective decisions.

Relativity Translate

In 2022, Relativity launched Relativity Translate, an integrated AI (machine) translation function within RelativityOne. Although the software isn't a replacement for human translation — and AI translation is not court-admissible — it still has its benefits.

By leveraging the software, users can remove the need for third-party translation and achieve their translation goals in minutes instead of days.

See how was the software was applied to a real-life situation to turn a resource-heavy, laborious request around in under an hour.
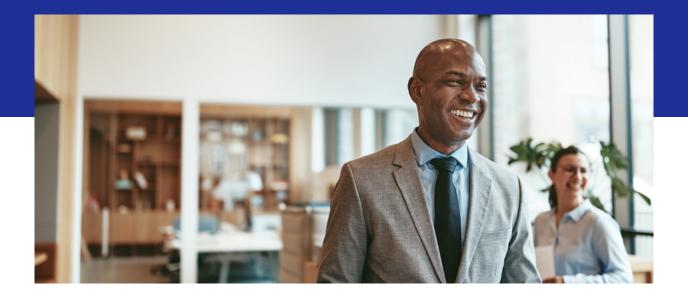
Problem

Document review project that contained a large batch of documents in an unknown number of languages.

Solution

Harness the power of Relativity Translate to meet the law firm's tight disclosure deadline, presenting relevant documents that could be sent off for legal translation.

A boutique law firm approached Altlaw for a document review that contained a document set with an unknown number of foreign languages. With a tight disclosure deadline to meet, speed and accuracy were of utmost importance.
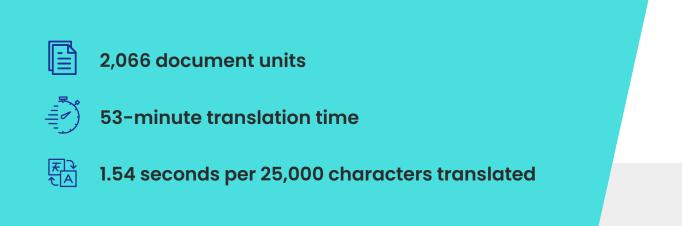
We utilised two RelativityOne tools to meet the language and deadline needs. First, language identification was utilised to run a mass language identification exercise throughout the entire data set. By doing so, we could quickly identify the number of language documents present, as well as their native languages.

From this exercise, we discovered 328 documents which made up 2,066 document units (one unit is equal to 25,000 characters), with six languages present in the documents. These languages were French, Romanian, Portuguese, Dutch, Spanish and Polish.

After identifying the languages present, we ran a Mass Translate action over the foreign language documents to have them translated into English, all without having to translate each language separately.

With the documents now translated into English, the law firm's review team could quickly review the documents for relevance and identify the ones that would need to be sent for legal translation.

2,066 document units

53-minute translation time

1.54 seconds per 25,000 characters translated

Before the introduction of Relativity Translate, this level of project would've taken days, meaning we saved the law firm a significant amount of time and allowed them to meet their deadline comfortably.

There were also substantial cost savings, as only documents marked as relevant were sent to an expensive human translator rather than the entire document set.

If you'd like to learn more about Relativity Translate, visit our blog post here.

A case study

DSARs

A DSAR — or Data Subject Access Request — is a request made to an organisation or company (the data controller) by an individual (the data subject) for all data the controller holds on the subject.

Anyone can submit a DSAR, and with a legal one-month deadline, they can often bring unwanted pressures to businesses.

The process of completing a DSAR is similar to a typical eDiscovery project. This means, for a company like Altlaw, there's no difficulty in modifying workflows to suit a DSAR matter.

Problem

An in-house legal department for a large-scale business approached us to streamline their DSAR process.

Solution

Using various analytics tools to make a more efficient and repeatable DSAR process.

As a large business, it wasn't untypical that a regular stream of DSARs came through every month.

Due to this, the company was spending too much time on their DSAR process and wanted to streamline it. As well as a more streamlined process, they wanted a repeatable way of handling DSARs that could be applied to every request.

To begin with, we utilised deduplication and email threading as part of the Early Case Assessment (ECA) phase to reduce the number of documents that required analysis.

Up to 70% time savings with the Altlaw method

With many DSARs, the contents of several inboxes usually result in overlapping and duplicate communication. Applying these tools allowed us to reduce the amount of data required for review drastically.

After the amount of data decreased, the remaining documents were subjected to concept clustering. This analytics tool provides a high-level overview of the themes present within a data set.

The reviewers in this case then reviewed a 30% sample of documents from each cluster, searching for relevant documents. If a relevant document was found within the 30% sample, then the remaining portion of the cluster was reviewed. The cluster was removed from further review if no relevant documents were found.

Therefore, in principle, there was a 70% reduction in time reviewing certain clusters, meaning fewer hours combing through their data.

By configuring an approach that doesn't depend on the subject matter, the process can be easily replicated, meaning the company can apply it to any DSAR that falls into its lap.

If you're looking to learn more about DSARs, including a video breakdown of what they are and how to handle them, visit our DSARs page here.

A case study

Sentiment analysis and other AI tools

We work with various legal entities, law firms, government legal departments and company in-house counsel. Due to this, we regularly handle highly sensitive case content.

While time and costs are usually at the forefront of our concerns with eDiscovery matters, ensuring documents aren't accidentally produced — or omitted — is of even greater importance when highly sensitive case content is involved.

With this in mind, a thorough QC process is essential. Here's how we applied AI tools to ensure a rigorous QC process for a large DSAR case.

Problem

Ensuring a thorough QC process so miscoded or omitted documents with potential relevance aren't missed.

Solution

Combining sentiment analysis with concept clustering to add an extra layer of security when tagging documents for relevance.

DSAR cases are particularly communication-heavy, making them ideal candidates for the sentiment analysis tool. Throughout this DSAR case, we followed a similar methodology to that described in the previous case study.

The concept clustering tool revealed key themes within the data and a portion of each cluster was reviewed to identify its relevance to the case.

While the documents were being reviewed, it was the job of the review manager to perform quality checks on:

→ The reviewers' work

→ The efficiency of the algorithms
serving documents to the reviewers

In this case, the sentiment analysis tool was appropriate to test the documents discarded throughout the review process to ensure maximum quality control.

Documents tagged as not relevant were held in a discard pile that was later subjected to concept clustering. Once we had distinct clusters of documents that appeared to be irrelevant to the case, we overlaid the clustering with sentiment analysis.

Sentiment analysis uses natural language processing (NLP), machine learning (ML) and artificial intelligence (AI) to analyse and determine the sentiment or emotion expressed in text or speech.

The tool can configure whether the overall sentiment is positive, negative or neutral. Or, in the case of RelativityOne software, either of the following sentiments: positivity, negativity, anger and desire.

To take a deeper dive into the sentiment analysis tool, visit our blog post [here.](#)

In this case, we searched for all sentiments but paid particular attention to those flagging for anger or negativity.

Using these two tools in conjunction with one another allowed us to view clusters at a glance and determine whether they contained any emotions we highlighted as important. Given the nature of DSARs, the emotions we typically scan for are anger and negativity. However, depending on the subject matter, this isn't always the case.

Within clusters where we found evidence of anger and negativity, we could pull out documents and review them for relevance before making any necessary adjustments to coding decisions.

This method allowed us to quickly and efficiently isolate potentially relevant documents that had either been miscoded, skipped over or discarded after a cluster had initially been deemed irrelevant. By doing this, more than 20 relevant documents were prevented from being omitted.

It's a great example of how we use initiative and industry knowledge to combine two AI tools to produce the most accurate results.

Work with Altlaw

Altlaw can help you save both time and money regarding the handling of your data. By leveraging the latest techniques and tools, driven by some of the brightest minds in the industry, you can achieve your data ambitions in a fraction of the time.

Whether it's eDiscovery, document review, disclosure or DSAR services you require, we can help.

If it's our industry-leading eDiscovery services you're interested in, you can get a quick, on-page estimated quote for your project using our eDiscovery calculator. Then, if you're happy with your estimate, you can submit your choices for a more accurate quote directly from our sales team.

Or, if it's another project you're working on, chat directly with an Altlaw expert about your best options by booking a consultation.

For your instant eDiscovery quote   **Talk to an expert**