

L A W **C L E R K**

A Guide to

**OUTSOURCING  
LARGE-SCALE  
DOCUMENT  
REVIEW**



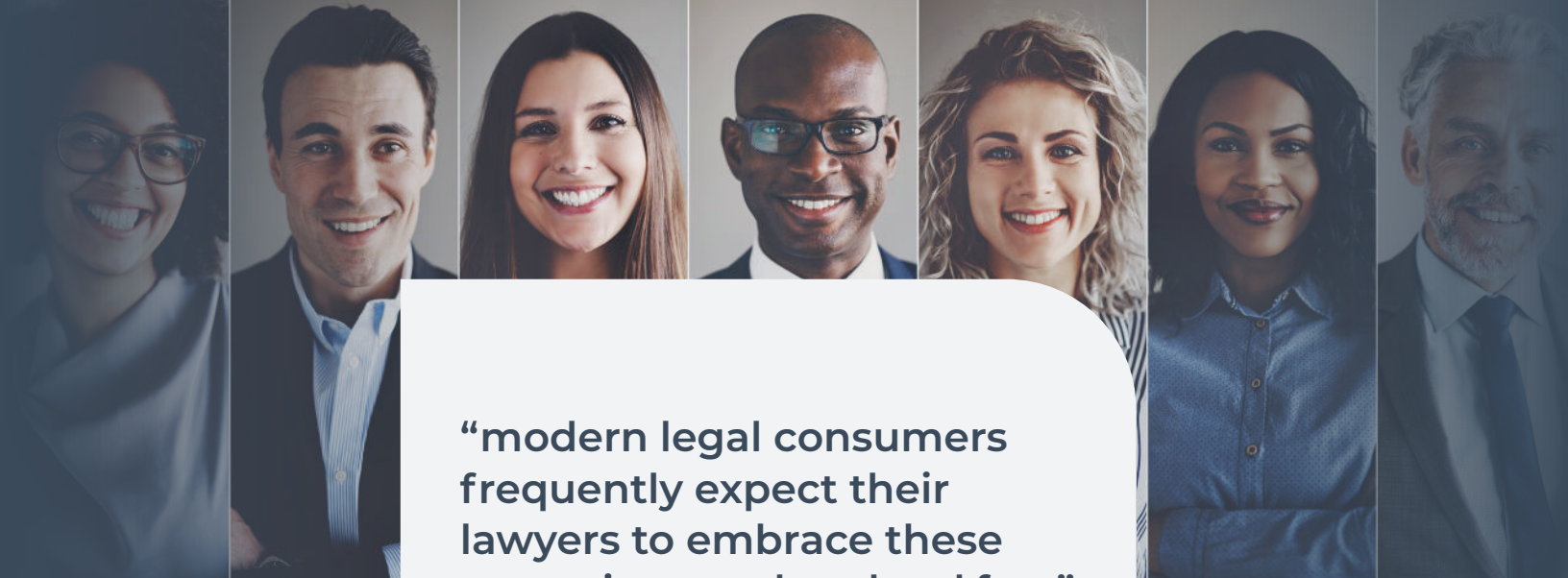


# OUTSOURCING LARGE-SCALE DOCUMENT REVIEW – A GUIDE FOR MID-SIZE LAW FIRMS

Are you drowning in document review? Don't have the time, staff, or resources to conduct or manage these reviews internally? Are you looking to increase your profits while saving your clients money and freeing up your litigation team to focus on other tasks? Do these questions sound familiar? For many mid-size firms, a great legal opportunity often

comes with the task of figuring out how the important work of representing your client and winning the case is going to get done. With limited internal resources, managing the work itself can seem more challenging than representing your client. Which is why more firms are turning to alternative solutions to manage large-scale projects.





**“modern legal consumers frequently expect their lawyers to embrace these strategies to reduce legal fees”**

## OUTSOURCING CAN BE A **WINNING STRATEGY FOR YOUR FIRM**

Today's modern & savvy law firms recognize the importance of integrating alternative hiring solutions to establish an efficient, sustainable, and profitable business model. Similarly, modern legal consumers frequently expect their lawyers to embrace these strategies to reduce legal fees. Client expectations combined with growing pressure to adopt more predictable pricing models makes hiring quality reviewers imperative.

We have found that mid-size law firms, specifically, face the most challenges when dealing with large-scale document review projects, mostly due to resource constraints and the need for efficient process management. Review is time consuming,

and resource intensive, but legal strategy is reliant upon quality document review to gain better insight into the case and to uncover important information. Large-scale document review projects tend to be more complex and costly, resulting in hundreds of thousands of dollars in fees. Additionally, poor document retention practices can increase the document count exponentially. To succeed, a firm needs a document review management team and experienced attorneys to execute an efficient review process as well as anticipate and minimize costs.

Outsourcing this time intensive work not only saves your litigation team valuable time, but it can still generate a profit for your firm.



# MOST COMMON ISSUES WHEN TACKLING LARGE SCALE DOCUMENT REVIEW

## SCALABILITY ISSUES.

Mid-size firms sometimes struggle with scalability when faced with sudden or unexpected increases in the volume of documents to review. This can be a challenge in maintaining efficiency and meeting client expectations. Outsourcing allows you to scale up your associate pool fast and turn it off when the work is done.



## LIMITED RESOURCES.

Mid-size firms may not have the same level of resources, both in terms of personnel and technology, as larger law firms. This limitation can make handling large-scale document reviews more challenging.



## TECHNOLOGY COSTS.

Implementing advanced document review technology tools can be expensive. Mid-size firms may find it challenging to invest in the latest technology for efficient document management.



## PERSONNEL ALLOCATION.

Allocating enough associate attorneys and support staff to handle a large volume of documents within a reasonable timeframe can be difficult. Mid-size firms may have a more limited pool of personnel compared to larger firms.



## PROJECT MANAGEMENT.

Managing the logistics of a large-scale document review, including coordination, quality control, and meeting deadlines, can be cumbersome. Mid-size firms may lack the capacity to oversee the review while still servicing the demands of other clients and cases.



## DATA SECURITY & COMPLIANCE.

Ensuring data security and compliance with privacy regulations becomes more critical as the scale of document review increases. Mid-size firms may face challenges in implementing robust security measures.



# GETTING YOUR LARGE-SCALE DOCUMENT REVIEW STARTED

---

Whether you're navigating legal, regulatory, or organizational document reviews, we have created a roadmap to streamline the process, enhance accuracy, and ultimately optimize the outcomes of your large-scale document review endeavors. These key practices can significantly contribute to the success of your document review project.

## PRIOR TO START DATE

Before getting started, we recommend doing a test run to preview the documents to best determine the scope of your review project. You can always appoint someone at your firm, like an administrator or junior associate, to preview the documents

To prepare the reviewers for your project, you should compile a memorandum. We recommend providing the following information

1. Names and Emails of counsel
2. Names and Emails of opposing counsel
3. An established list of specific tags to ensure consistency.
4. Your preference for erring on the side of relevant or not relevant if there is a question or tag for further review.
5. Whether you want tags for not privileged so every document is tagged with respect to privilege.
6. Examples of what would be considered responsive and what would not be responsive for each issue.
7. An explanation of what view or level the reviewers should be using for tagging. On tagging, be clear if you want every option tagged (ex. Not relevant, issue X, and privilege).

# HOW CAN OUTSOURCING **BENEFIT YOUR FIRM?**

---

Whether you're navigating legal, regulatory, or organizational document reviews, we have created a roadmap to streamline the process, enhance accuracy, and ultimately optimize the outcomes of your large-scale document review endeavors. These key practices can significantly contribute to the success of your document review project.



## SCALE WITH SPEED:

You can get your work started quickly for a one-time or ongoing review. For LAWCLERK, on average, our large-scale document review projects generate 30 applicants within the first 24 hours after the work is posted. This enables us to quickly assemble an experienced team of remote document review attorneys for your project.



## EXPERT ADVICE:

With experienced document review management teams you get a full-service document review experience, handling everything from assembling your document review team to managing deadlines and team members, or assisting you in your management of the document review project. At LAWCLERK, our experience managing large-scale document review projects, along with our team's personal insights into the Remote Associates on our marketplace, can be a tremendous asset to your law firm.



## EXPERIENCED ATTORNEYS:

With any project, having a team of experienced attorneys is a great way to ensure quality work. LAWCLERK's platform provides several options to build and grow your custom document review team. With 7000+ freelancers on our site, our diverse pool of remote associates ensures our ability to provide the quality and quantity of assistance you need on your project. Many of our Remote Associates have at least 5-10 years of experience completing document review projects of all sophistication levels using tools like Relativity, Logikcull, Everlaw, Disco, Exterro, and more. You can even search our custom directory to view Remote Associates proficient in the specific review tool that will be used for your project.



## INCREASE PROFIT:

Outsourcing is a great way to manage costs, and by doing so, you can help your firm turn a healthy profit. With LAWCLERK's managed document review services, your firm pays weekly based on the hours worked at an average hourly rate of \$80-\$140 per hour. The Remote Associate's work can then be billed to your client at a reasonable market rate (see MRPC 1.5), which generates additional profit for your firm without added overhead.



## FLEXIBILITY:

How the project starts may not be how it ends, and you may soon realize that the amount of effort to complete your document review differs from your original assessment. Flexibility is going to be key, but it's not always a luxury you have. LAWCLERK connects you with experienced document review attorneys and has a wide network of freelance document review attorneys to offer. This allows us to pivot quickly as the project evolves or changes. We can seamlessly replace or add remote associates, as needed, and save you the hassle of finding, onboarding, and training new document review attorneys.



# LET LAWCLERK GO TO WORK FOR YOU

## SUCCESS STORY

At LAWCLERK, we've worked with small firms all the way up to 100+ lawyer firms to build successful strategies for large scale document reviews. Recently, a mid-size (7 lawyer) firm from Illinois leveraged LAWCLERK to quickly assemble a team of four full-time Remote Associates to complete a large document review via Relativity. Each remote associate was asked to work around 120 hours per month. The firm paid \$100 per hour worked.

In four weeks, here's how the document review team performed:

- **Worked 479.94 hours to review and tag thousands of documents.**
- **The firm paid LAWCLERK \$47,994.**
- **The firm was able to bill this work to their client at a reasonable hourly rate of \$300/hour, for a total of \$143,982.**
- **Not only did the team complete a fast and efficient review of thousands of documents, but the work generated an additional \$95,988 of profit for the firm in just one month!**



# HOW DOES IT WORK?

---

LAWCLERK has a deep pool of U.S. Attorneys with significant document review experience available to assist you. Whether you have 10,000 documents or 1 million documents, LAWCLERK is the best solution to complete your document review cost effectively – and fast.

Many law firms utilize LAWCLERK's Remote Associates to conduct e-discovery, specifically for large scale document review. Traditionally, these firms' task junior associates with overseeing document review and managing reviewers. However, managing e-discovery internally can sometimes be cost prohibitive, time consuming, and overly burdensome.

With LAWCLERK, you set the hourly rate and also a weekly hours cap, if desired, for your document review project. The remote associates' fees will be deducted from the fixed hourly rate you pay LAWCLERK. You will receive billing reports with the reviewers' time that you can then bill to your client at a reasonable market rate. Outsourcing this time intensive work not only saves your litigation team valuable time, but it can still generate a profit for your firm.

Here's how it works if you leverage LAWCLERK's Managed Services to manage your initiative and oversee remote associates working on an hourly basis for your document review project.





# POSTING YOUR DOCUMENT REVIEW PROJECT

## 1

When you are ready to get started, it's as simple as reaching out to your Dedicated LAWCLERK Advisor or e-mailing our Document Review Management Team at [customersolutions@lawclerk.legal](mailto:customersolutions@lawclerk.legal). Our team will need the following information from you to post your document review project.

- 1. Description:** You will need to provide our team with a detailed description of what you need help with. Be clear about the expectations, the number of attorneys you are looking for, the number of documents you expect to be reviewed per hour, the experience you are looking for, the software experience you need, etc.

#### Example –

“We are currently seeking multiple attorneys [“#” attorneys] to conduct a first level privilege and relevancy review of electronic documents using Relativity. This opportunity requires the ability to consistently achieve an average review rate of 100 emails per hour.

We anticipate this will require a total of 50 hours per attorney or (25 hours per week) for approximately two weeks.

Applicants must be familiar with Relativity and be prepared to discuss their Relativity experience with us before being selected.

Attorneys are expected to meet the hourly review target and to enter their time daily.”

- 2. Hourly Rate:** We recommend paying between \$80 and \$140 per hour for document review projects. Each week, you will receive a timecard for the hours worked by the reviewing attorneys so that you can bill their time to your client at a reasonable market rate and earn a healthy margin on attorney time.
- 3. Applicant Question:** For your job posting, you can include a question or information request that you want each applicant to answer when applying. Example - Provide a detailed description of your experience doing document review through Relativity. Describe the scope of your experience and when you used it.

You can also connect with us directly and we can walk you through the process of scoping and pricing your project.





## REVIEWING APPLICANTS

2

When we post your work on the marketplace, attorneys can apply to the job, and we can also directly invite top-rated Remote Associates to your project. We will review their resumes, writing samples, bios, and other profile information to select the best reviewers for your team.

## SELECTING MULTIPLE APPLICANTS

3

Once we have identified the best Remote Associates for your project, we will add them to your review team. Once the Remote Associates are on your team, we will invite each one of them to your hourly opportunity and get started. The Remote Associates will be assigned to their own separate hourly opportunity for your project so they can separately bill their time and communicate and share documents with us.

We can invite 2 Remote Associates or 20 Remote Associates to your project – whatever you need!

## APPLICANTS ACCEPT AND GET TO WORK

4

Once the invitation for the project is sent, the Remote Associates will accept and complete conflicts checks, and then your team of Remote Associates is ready to get to work!



# 5

## REMIT PAYMENT

LAWCLERK's Document Review Management Services are comprised of an initial management fee upon launch plus a recurring monthly fee for our ongoing management services. Because large scale document review managed services is a customized solution tailored to your specific budget and needs, the management fees will vary. When you contact our Document Review Management Team, we will provide you a personalized quote for your review project.

Paying your review team is simple. You will provide a credit card for the Managed Services Team to add to your account for the document review project. You will pay an initial management set up fee and a deposit for each review project. On a weekly basis, you will be charged for the hours worked by your Remote Associates, with the final payment taken from your deposit and the balance (if any) of the deposit returned to you. You will be charged separately, monthly, for your ongoing management fee. For large projects, if you would rather pay the deposit and subsequent payments by wire or ACH, LAWCLERK will work with you on whatever payment mechanism works best for your firm.

# 6

## REMOTE ASSOCIATE PERFORMANCE REVIEWS

In addition to mandatory annual bar licensure checks, one of the tools we use to vet our Remote Associates and to ensure we maintain a high-quality marketplace of attorney freelancers is our review feature. Anytime a Remote Associate completes work through LAWCLERK, they are reviewed by the hiring attorney.

During the term of the relationship with the Remote Associate or after the relationship has concluded, we provide Hiring Attorneys the opportunity to review their experience with the Remote Associate. This also helps Remote Associates who have done a good job to stand out on our platform. We ensure that every Remote Associate is given a review after the conclusion of the document review project, which we can handle on your behalf as part of our management services.



## ONBOARDING

You should provide our Document Review Management Team a contact person at your law firm who will be collaborating with us on the review project. To launch the review, we highly recommend conducting a mandatory kickoff call via Zoom where the key contact from your law firm is in attendance. LAWCLERK's Document Review Management Team will coordinate, schedule, and facilitate this call.

On the call we will introduce all relevant parties and manage expectations for deadlines, benchmarks, and logistics. Your law firm contact should be available to discuss the history of the case, objectives, and detailed issues regarding the review, as well as be able to answer any questions. This call is frequently used to discuss any limitations and expectations for software use, communication preferences, and to identify how the review should be conducted, "four corners" or "family". LAWCLERK will record and circulate the kickoff call and work with your firm to set up reviewer access to any required software and documents.

## LONG TERM SUCCESS

It is our goal to ensure a quick, effective, and quality review process. To produce the best work product for you, we recommend that you provide 20-50 examples of how you would tag different documents or alternatively, that you spot check the reviewers' work early on to provide feedback to the team. Then we can coordinate a follow up call for you to address any questions or concerns from the reviewers.

Depending on the length and complexity of the review, multiple calls may be necessary, and we will continue to facilitate those meetings. We will also conduct regular check ins with individual team members to ensure benchmarks are being met and inquire about any questions or roadblocks.

Additionally, we manage and facilitate collaborations between your firm and the reviewers by creating a centralized place to communicate, usually an email chain or an instant messenger service like Slack. We will help create a shared knowledge document which will contain search terms, questions asked and answered, litigation stages and judges for cases with a more complex history, and a list of name variations, relationships of parties, and any real property involved.

Communication is key. If the project is going to take longer than initially planned or you express to LAWCLERK that additional time is needed, we will communicate that to the reviewers on your behalf. If we determine more manpower is needed or you request additional reviewers, we remain flexible to accommodate your needs and can quickly pivot to staff and complete your project. We also serve as your first line of defense to identify and remedy any issues with the review team or work product, minimizing interruptions and ensuring seamless completion of your project.

We consider these document review projects to be first-level reviews. As such, we enlist a Remote Associate to conduct a second pass review to ensure accuracy and consistency prior to final submission of the project. This is included in our management fee.



# HOW DO I **GET STARTED?**

LAWCLERK<sup>®</sup> is here for you when you are ready to get started. If you need to get through a million, or more, pages quickly and thoroughly, we can help you create customized solutions.

With LAWCLERK's white glove, large-scale document review management service we help you find and manage freelance attorney reviewers for your review project, ensuring quality reviews within budget and on time.

## LAWCLERK

### Contact us at

725-272-2999 or email  
[customsolutions@lawclerk.legal](mailto:customsolutions@lawclerk.legal)  
to get started today.



LAWCLERK

A GUIDE TO OUTSOURCING LARGE-SCALE DOCUMENT REVIEW