



## Harrison Clark Rickerbys and CCL (Solutions) Group UK Ltd: Managed Review Service

The reality of running a commercial business is that disputes arise. In our experience, cases may be won or lost during the disclosure process. The scale of disclosure in commercial matters can be considerable, often running to tens of thousands of documents, driving significant costs and absorbing substantial staff resources.

Retaining a permanent team internally is unfeasible for most businesses, given the expense. It is often the case that law firms retain teams of paralegals on temporary contracts to resource the disclosure exercise. However, without consistency of personnel and experience, mistakes can be made. Often, a disclosure review is repeated as a result of missed documents and inconsistent approaches to filtering relevant or irrelevant documents. That approach leaves businesses exposed to the risk of missing crucial evidence or missing deadlines and incurring penalties.

When faced with an extensive disclosure exercise, there are cost effective options available. HCR is working with CCL Group who have designed a combined solution for (i) data capture, processing and loading onto a review platform, and (ii) evidence review. It limits exposure and can deliver up to 70% cost savings when compared with known alternatives and contracting for these services separately.

A disclosure review requires an experienced legal team; experienced not only in digesting and understanding factual and legal issues, but equally qualified to use the review platform to its full potential (as well as understanding the requirements of the Civil Procedure Rules). HCR's experienced dispute resolution team is familiar with the CCL platform and is able to provide the requisite legal expertise to assist with disclosure exercises.

CCL's Managed Review Service is designed to bring speed, accuracy and visibility to the disclosure process. Combining the technical expertise and data capture of CCL Group with the legal experience of the HCR review team to undertake first pass, second pass, and privilege phases (as well as in-depth analysis of the matter) will free your team to continue with strategic and commercial aspects of the dispute. One of the main benefits of using an experienced e-disclosure provider is that they are responsible for obtaining, processing and entering all data onto the platform and ensuring that data can be interrogated in spreadsheet, Word or a range of other formats.

CCL provide blended teams of dedicated legal and technical experts, with backgrounds ranging from military intelligence to forensic evidence. Typically operating within a secure suite, the teams work in a methodical, thoroughly defined way to get to the heart of the issues. They operate strict internal quality control mechanisms and ensure a collaborative approach with end users to ensure the highest quality of evidential data handling and a clear understanding of every step of the process.

Furthermore, the team and technology are adaptable to the nuances of your dispute. For those review tasks that involve an international element, CCL have a pool of native speakers that supplement existing multi-lingual resources and understand the need to operate 24/7 around the globe.

CCL understand the need for trust in any working relationship. Their technical team comprises security cleared individuals and can provide security cleared legal teams to guarantee that you can rely upon discretion on even the most sensitive issues. The platform has received cyber assurance to guarantee security and integrity of data and processing.

### Case study

HCR was instructed to defend a US\$90million warranty claim following acquisition by the claimants of a business located in the UK and Thailand from the defendants. The initial data collection for both parties exceeded 750,000 documents and resulted in two amendments to the claim and 11 supplemental disclosure lists. The defendant's disclosure review was conducted with the assistance of the CCL Group which served to quickly identify those documents relevant to the issues in dispute.

Conversely, following an application by the defendants, the claimants were ordered to conduct a manual review of 220,000 documents due to failings during their disclosure review process, including missed documents. The claimants were forced to draw in the additional resource of a large team of paralegals from a third party at considerable expense; that could have been avoided by a clear and methodical approach to disclosure, understood by both parties at an early stage and conducted with adequate quality control measures.

If you require any assistance with an extensive disclosure exercise, please contact



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