Case Study | Seamlessly Transitioning from DIY to Cimplifi RelativityOne: The Norton Law Firm's Journey to Elevated eDiscovery

CLIENT: THE NORTON LAW FIRM, A BOUTIQUE LITIGATION FIRM BASED IN OAKLAND, CALIFORNIA

The Challenge

The Norton Law Firm was operating under a "DIY" model for eDiscovery, managing their processes in-house through a platform that required significant internal resources. They sought to migrate to a more robust platform, RelativityOne, and operate independently.

The Cimplifi Solution

Cimplifi partnered with The Norton Law Firm to migrate existing systems seamlessly to a RelativityOne instance, ultimately transitioning from a DIY model to a collaborative approach that emphasized partnership and support.

Through our extensive training program, we onboarded The Norton Law Firm onto our Cimplifi RelativityOne platform, enabling the firm to offload routine eDiscovery tasks, such as processing, productions, forensics, and structured analytics to our team.

Utilizing Cimplifi standard processes as a starting point for customizing their operating strategy, the shift from a "DIY" model allowed The Norton Law Firm to dedicate more time to higher-value client work, ultimately reducing costs and improving efficiency.

The Cimplifi Approach

TRAINING AND SUPPORT

In developing their tailored training program, Cimplifi introduced a project manager to provide additional support during the training process. We delivered targeted, hands-on administrative training, guiding The Norton Law Firm's team through every step of the eDiscovery process, from data collection to final production. This approach not only improved their confidence but also ensured they could handle complex cases independently.

KEY SERVICES PROVIDED

Through our collaboration, The Norton Law Firm found immense value in utilizing service provider resources. The firm now leverages Cimplifi for various eDiscovery tasks, freeing up internal resources to focus on higher-level work. The Norton Law Firm's team who completed administrative training now efficiently utilize the RelativityOne platform, leading to more effective case management and cost savings for their clients.

- Early case assessment (culling large data sets to identify relevant documents)
- Conflict checks for managing privilege documents and coding inconsistencies
- Data management (collection, processing, normalization, review)
- Processing of unstructured data (text messages, WhatsApp, SharePoint, Gmail, etc.)
- Complex searching for highly relevant communications and documents
- Electronic transfer of production via secure FTP links
- Ongoing support for best practices in eDiscovery

The Results

The Norton Law Firm now **operates more efficiently, with greater confidence** in their eDiscovery processes.

By partnering with Cimplifi, they have been able to **reduce overall costs** for their clients while ensuring that their team focuses on the most critical aspects of their cases.

The collaborative model has proven to be a valuable asset in allowing The Norton Law Firm to **deliver exceptional service** to their clients with the backing of Cimplifi expertise and support.

> *"The service has been fantastic! Now that everyone is comfortable using the platform, they're excited and eager to engage with Cimplifi, which is great. It's been nice to have a great partner and to know I'm not the only one our team has to rely on anymore!"*
>
> **– Diana Abad, Paralegal at The Norton Law Firm**

Speak to one of our industry experts.

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