purpose

Case Study

Enhancing Efficiency in Financial Investigations: Automating Document Redaction with AI Technology

The Problem

Our client had a Financial Investigation matter where they needed to find and redact over 1,500 terms over approximately 108,000 documents. This presented a challenge for manual review because of the sheer number of terms that needed to be looked at for each individual document. Further, even the best organized manual review would inherently be lengthy and costly given the numerous terms. We were also concerned with the quality of such a review even if the terms were all highlighted in the text. It was very clear that technology needed to be used to solve this problem.

The Purpose-Build Solution

We began with the standard use of automated redaction using the text provided to identify and redact all of the terms. However, as we started to perform some quality assurance on samples of documents with automated redactions, we began to see that significant numbers of terms were not being redacted. In some cases, 70% of the terms were missed, especially on documents where several hundred terms might be present. This was due to multiple factors such as poor image quality, terms being split into multiple lines, and terms having additional spaces as well as other factors. Since we instinctively knew that manual review was not an option, we searched for other technology to assist us in performing the necessary redactions. We turned to Tackle AI and their AI driven identification and redaction technology. We provided the same sample of documents to Tackle AI and received significantly improved results on the very first pass.

The Product

Purpose did comparison on samples of documents and found that Tackle AI was able to find and redact 99.95% of the terms which worked out to be a 40% increase in identification and redaction of the terms from our previous approach. These results were performed in a few days rather than the predicted multiple weeks a manual review of the same sample set would have taken just to see what was being missed and to determine how the terms could be augmented to properly capture what was in the documents. While there was expense up front, Purpose and Tackle AI were able to quickly come together to provide better results in a more efficient and cost-effective solution to accomplish the needs of our client.

Question Logs

The Project Manager also includes a daily Question Log in the Daily Reports. The Question Log provides you with general and document specific review questions that could not be answered internally. The Question Log also provides you with a snapshot of the types of documents and issues the review team is encountering. Depending on your preferences, the appropriate client counterpart can respond to the daily Question Log in a Question Log section within the review workspace or in a spreadsheet created and provided by the Project Manager.

Project Wrap-Up

As the project nears its end, the Project Manager coordinates with you to ensure all required tasks are completed and any outstanding issues are addressed. A review of the Project Wrap-Up checklist assists you in evaluating whether the project's deadlines were meet and whether the thoroughness of the review was appropriate. Once the Project Manager and you determine all deliverables have been met, the Project Manager drafts a summary report briefly outlining the completed project work and offering to assist with any additional, follow-up tasks as needed such as creation of privilege logs, reporting, or ancillary productions.

Project Initiation

1. Review project details and run conflicts check
2. Initial call with responsible attorney for scope, deadlines, contacts, and review protocol

Project Setup & Review Kickoff

1. Assign staff
2. Setup database - access to review team, create batches and tagging panel
3. Kickoff call and matter training (review protocol and doumentation)

First Line Review

1. Provide daily update to responsible attorney and team (per request)
2. Raise daily questions and doucments for client review and feedback
3. Log questions with client feedback to review decision log

Delivery / Production

1. Deliver document waves as completed. Waves can be delivered at completion of all document review or on a rolling basis (per scheduled days/dates, document count, etc.)
2. Create QC sets for responsible attorney or QC per request
3. Update tags per additional feedback
4. Create doucment production upon request

Quality Control

1. Sampling per Responsiveness and Privilege tags
2. Substantive search based QC
3. Updates based on client questions as well as additional client QCLog questions with client feedback to review decision log

FEEDBACK

Let's Work **Together**

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We hope this provides you with a clear understanding of our managed review process and look forward to discussing any projects you may have in more detail. We can provide cost effective rates negotiated in advance to provide you predictability and cost-effectiveness along with timely, accurate document reviews.