

HARBOR

case study

Efficient and Cost-Effective Document Review for a Law Firm Representing a Music Industry Client in a California Real Estate Litigation

Client Overview:

A prominent law firm, representing a company in the music industry, was involved in a civil litigation case concerning a real estate transaction in California. The firm required a comprehensive document review to support their case strategy.



Objective

Conduct a thorough review to identify and redact all mentions of entertainers' names and references, as they were not pertinent to the case.

Project Background:

Scope: Civil litigation related to a real estate transaction.

Document Types: A mix of emails and loose documents spanning a five-year period.

Volume: Initially estimated at approximately 100,000 documents, with an additional 10,000 documents added during the review process.

Challenges Encountered:

Extensive Redactions: Over 1,000 entertainer names required redaction, with 50+ new names identified daily during review.

Name Variations: Multiple name variations and nicknames required careful identification and redaction.

Document Complexity: Some documents were up to 30 pages, increasing review time.

Expanded Scope: 10,000 documents were added mid-review, requiring rapid strategy adjustments.

SOLUTIONS IMPLEMENTED

Mass Redaction Tool:

A comprehensive spreadsheet containing over 1,000 phrases was developed for mass redaction, automating a significant portion of the redaction process.

AI Assistance:

Artificial Intelligence tools were employed to assist in identifying Personally Identifiable Information (PII), enhancing the efficiency and accuracy of the redaction process.

Staged Review Approach:

For particularly lengthy documents, the team implemented a strategy where only the first page was fully reviewed and redacted, with the remainder subjected to mass redaction, optimizing time and resources.

Flexible Pricing Structure:

To address the client's need for predictable costs, a pricing cap was established, ensuring transparency and budget adherence despite the project's evolving scope.

Conclusion:

This project highlighted the team's ability to manage a large-scale document review efficiently — completing 110,000 documents on time and under budget. By identifying thousands of irrelevant documents early on and negotiating their removal from production, the team significantly reduced workload and risk. Leveraging AI tools, mass redaction, and clear communication, they delivered defensible results while navigating tight deadlines and shifting demands — earning high praise from the client.

