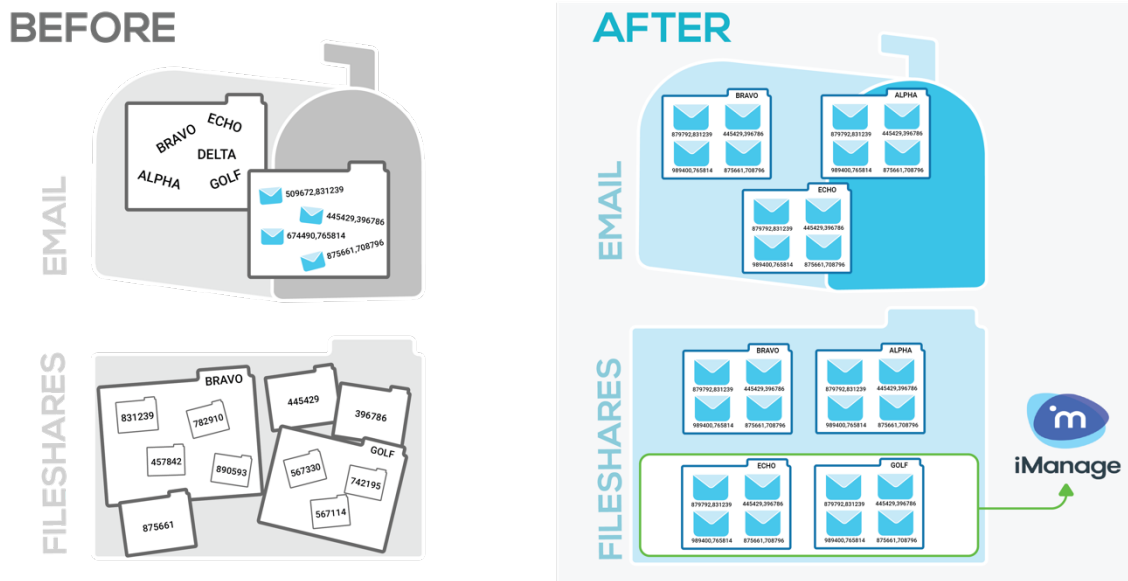


# Classify360 Modernizes and Simplifies Top 100 Law Firm Audit Readiness Strategy



## Customer

The customer is a Top 100 law firm with over a dozen global offices. Customer suffered from massive cross-contamination of matter-relevant data in sources, with data stored in NFS file shares and Exchange Online.

## Problem

Poor data management led to difficulty adhering to internal and client commitments for processing and storing client data. Customer wished to refine internal policy for the standard care of client matter-related data and implement standard tagging schema (by client matter ID) to be applied to all messages and data objects. Customer aspired to migrate all file client-related data to SharePoint and iManage, as appropriate, per updated data segments and tags. Data must stay within its respective countries and/or regions.

## Solution

The Classify360 data classification platform was implemented to address the customer's data matter concerns. Classify360 indexed all data sources using a flexible model configuration approach; files were mapped from their original application sources or via API integration. During the classification process, the following items were both indexed and tagged appropriately:

- Emails in billable and non-billable folders in Exchange mailboxes
- Files in billable and non-billable folders in the file shares
- Emails in specific folders of the Exchange mailbox, per email subject terms
- Files in specific folders of the file share, per email subject terms
- Emails in specific folders of Exchange mailboxes based on content-level elements, including the timekeeper, client name, open/close dates, and matter identifiers

Improved data tagging supports more reliable and efficient billing practices. Client matter data was either moved to SharePoint or iManage, or defensibly deleted per customer policy. In order to account for encrypted files or unclassified objects that were found, defensible exception reports are automatically generated.

## Outcome

Classify360 segmented the customer's client matter data into actionable classes according to office location, matter ID, and project code. Adherence to internal client data policy standards and commitments to client data processing and storage were a top priority. The process yielded the ability to easily organize files by client matter, which resulted in more efficient and increased billing capabilities. Ultimately, the customer successfully decommissioned antiquated internal file shares and adopted SharePoint.