



Atlas LCC is used by dozens of global companies to manage legal holds and collections. Today, there are over 25,000 legal holds being managed in Atlas LCC by thousands of corporate users. It is used on a daily basis by attorneys and paralegals to scope the custodians and data sources in each matter, to issue notices, automatically manage the responses, and to coordinate and conduct collections in response to document requests from their adversaries and third parties. Because it comes with a built-in “map” for the data sources, custodians, and business groups, which are seamlessly linked to holds and the overall process, Atlas LCC is the best investment in reducing preservation cost, risk, and burden.

✓ **Better Fact Trail**

One company had an active matter that spanned a two-year period had thirteen hold notices distributed to various custodians within the company. These notices had been distributed by different persons with varying responsibilities over the life of the matter. An attorney and line of business leader needed one comprehensive report encompassing all notices broken out by who had received them for one particular area of the company; they also required each custodian's current job title and their status as an active or former employee. Researching and preparing the report took 20 hours and resulted in a report listing 357 different custodians. A legend of the scope of each hold notice was included as a footnote to the chart. Today, that same report is generated automatically in just seconds by Atlas LCC.

✓ **Better Scoping of Holds**

After implementing Atlas LCC, another company discovered that their prior processes were based on tribal knowledge and contained a lot of hidden risk. The method by which custodians were identified understated the custodian population in a number of routine matter types at 30 people when the true custodian population was over 300. The litigation team now has real visibility with Atlas LCC connected to their HR system. While the number of custodians has increased substantially over the last two years at this company, they believe it is the accurate population of custodians with potentially relevant information. Their risk is reduced, gaps are closed and Atlas makes it as easy to manage a hold with 300 custodians as one with 30.

✓ **Better Resource Management**

An insight from one customer shows how Atlas LCC helped substantiate that the legal team was very understaffed. Twelve paralegals were handling over 3,000 active matters. Using Atlas LCC, matter statistics provided visibility to the actual workload of active holds and collections. It also provided visibility to understand which types of matters were taking the most time, which areas were high risk, and what level of follow up was really needed for notices and collections. This allowed the business groups to better allocate their resources and demonstrate the situation to senior management.

✓ **Critical Process Traceability**

This customer situation highlights the value of long-term visibility and the Atlas LCC collection repository for the corporation. Over the course of a very lengthy, complex matter, the company retained an outside vendor to perform review services. As the case went on, employees shifted job responsibilities or left the company altogether. The case was protracted, and the costs to host the data with the outside company were considerable. Neither the company nor the review provider had a complete or consistent record of what had been collected or what was produced. Chain of custody information was incomplete or unreliable. They ultimately had to re-collect and reproduce all of the evidence because of the weak fact trail. This was personally frustrating to the assistant general counsel and resulted in significant effort and cost for the company, as well as an annoyance to the custodians. This single scenario provided the necessary incentive to purchase and implement Atlas LCC.

✓ **Confidence in Affidavits and Certifications**

All of our customers rely on Atlas LCC to provide a clear, defensible and repeatable process. Courts are starting to request affidavits from company executives (not just litigators) asserting that all notices were received and how they were issued. At one customer, executives were asked to certify that over 10,000 custodians were notified and had confirmed compliance with the hold. Corporate executives want a reliable fact trail and complete process integrity before signing – just as they do with Sarbanes-Oxley and other certifications. Atlas LCC provides this cost effectively and efficiently.

✓ **Synchronized, Sustainable Map to Data Sources**

One of our customers had identified delegates who, among other job duties, were the go-to people for information about particular records or IT system. They also published a list of these data sources and contact points on their departmental intranet site in spreadsheet format. When the legal team received a new case, they would first go to the website to download the latest version of the spreadsheet to help scope the matter. However, this spreadsheet quickly went stale with the multitude of changes in systems, IT staff, and record coordinators. Legal would contact the listed liaisons only to find out that the employee was no longer the steward of the system or even in the same department. The facts were stale, the updating process laborious, and the research required created extra work for the legal team. Now this customer incorporates the data sources, custodians, and business contacts in Atlas LCC. This information is now tightly coupled for the litigation team and relies on the periodic communications capabilities of Atlas to ask the IT and business liaisons to update their information directly in Atlas. Automatic employee tracking in Atlas LCC also alerts legal automatically if one of these liaisons leaves the company or transfers while they are involved in open matters.

✓ **Retained Knowledge, Faster to Fact**

Another Atlas LCC customer was concerned about retracing the facts of various matters over long time periods by relying on the personal notes, memories or record keeping of individual paralegals and attorneys. Combined with the turnover typical in legal departments and large corporations, this creates unneeded cost and complexity at difficult points in the litigation process. This customer, with a high volume of litigation and a large legal team, now receives significant benefit from having one central place where the record of the case activities, custodians, notices, collections status and facts are managed regardless of who worked on the matter. Using Atlas LCC allows anyone coming into the matter – whether inside legal staff or outside counsel – to get up to speed on the facts quickly and manage cases more effectively.



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