

Discovia and Brainspace Revolutionize Managed Services for SolarCity

When a dynamic legal department is tasked with overseeing a diverse combination of internal investigations, employment concerns, government inquiries, and antitrust issues, it is critical to build efficiency into its processes. As SolarCity, a national leader in clean energy services, began to grow rapidly, it recognized the need to streamline its operations and engaged Discovia to provide holistically managed e-discovery.

By leveraging its multi-tenancy Relativity license and building protocols for smaller cases, Discovia empowered the internal SolarCity team to self-direct their litigation support, while offering the flexibility of having Discovia lead the case management and interaction with outside counsel for larger matters according to a jointly developed SolarCity “playbook.”

In addition to Relativity, Discovia is an early adopter of Brainspace software, for which it is a channel partner. The combination of Discovia’s services and Brainspace’s technology has transformed the way SolarCity approaches its internal investigations.

In fact, following a parallel control test with another tool, a senior SolarCity attorney concluded: “This is the single best tool I have ever used.” Since data can move seamlessly between the two technology platforms, SolarCity can transfer internal investigation records in Brainspace directly into Relativity if an inquiry escalates into litigation.

Situation

Recently, when SolarCity needed to quickly review a claim by an employee alleging discrimination from a supervisor who purportedly created a hostile work environment, the company’s pair of inspectors faced an initially vague fact pattern and a large volume of disorganized, but potentially relevant material. They sought to immediately perform extensive testing and sampling of the entire data set.

Solution

With training from Discovia, the duo utilized the Brainspace Discovery Cluster Wheel to isolate items focused on four primary search terms. “As you start to explore specific clusters even without getting to the outer edges of the wheel, Brainspace makes it very easy for you to concentrate on that cluster,” explained Pallab Chakraborty, E-Discovery & Information Governance Counsel for SolarCity.

The investigators also applied Brainspace Communications Analysis to the available correspondence files to highlight the personal and corporate mailboxes through which the parties were interacting. “The tool makes it pretty easy to specify how many people are involved in a conversation,” Chakraborty added.

Both features allowed investigators to measure their speed, the total amount of data evaluated, and the relevant results, among other items, which were metrics they could apply to build predictability into their future projects. Ultimately, the ability to visualize the relationships between the documents and the parties was essential in swiftly concluding the probe.

Benefits

With Discovia’s guidance and Brainspace’s technology, officials promptly identified the main parties and key data. They were also able to immediately remove irrelevant conversations with multiple parties while focusing their appraisal on key topics associated with the case. By quickly analyzing the type of communication, how it was sent, who received it, and the mailbox used (personal or professional), the SolarCity team achieved what Chakraborty described as “a very quick win.”

About Discovia

Discovia provides electronic discovery services to corporations and law firms engaged in litigation, ITC investigations, and internal and regulatory investigations, including HSR Second Requests. Services include onsite and remote data collections, data minimization, data processing and hosting, expert application of leading technology-assisted review tools, document review management, and document productions. Discovia is one of the only eDiscovery services providers to achieve ISO 27001 certification and HIPAA/HITECH compliance for data security according to third-party auditors. Discovia is the first to publish its accuracy rate – 99.7 percent, and typically achieves data culling rates of 95 percent for repeat clients. Discovia is the first eDiscovery services firm to deliver a fixed-price managed services solution, enabling corporate legal departments and law firms to gain a world-class eDiscovery function with complete cost predictability.