How NearZero Transformed into a Full-Service End-to-End eDiscovery Provider with VenioOne

VenioSystems
Redefining Discovery

NEARZERO CASE STUDY

Challenge

NearZero needed to find a better solution for its eDiscovery clients, so it could grow its client list and revenue, and transform from consulting to become an eDiscovery service provider.

Results

- Doubled revenue in only 2 years

- Client list grew 3-fold in 12 months and then doubled again in the subsequent years

- Data processing capabilities grew by several TBs

- Recovered money spent on Venio in less than year

- Reduced costs, and passed significant savings on to its clients

> "Thanks to VenioOne, we doubled our business in just two years and acquired several large clients."

Richard Wessel
NearZero Discovery President and Lead Consultant

CHALLENGE

To Become a Full-Service eDiscovery Service Provider and Accelerate Business and Revenue Growth

When Richard Wessel launched the eDiscovery side of his business in 2015, he already understood the challenges that his clients faced in eDiscovery. "Until 2015, we were largely a consulting company, providing project management, data collection, and ECA services for our clients," said Wessel. The data was then routed to an outside counsel through a service provider who really didn't understand the client or their requirements. "Often, the eDiscovery vendor was limited in what services they could provide to the client," Wessel said. "They didn't have the right relationships, or tools that fit our clients' needs."

Wessel saw several shortcomings in legacy eDiscovery software and processes that led to a poor experience and increased costs for his clients. These included:

Project Management: The service providers did not know how things worked for the clients in question, but Wessel's consulting background gave him insight into how things worked — and what was needed to solve their problems.

Time: Time was being wasted because the legal and IT teams were unable to collaborate. "Time savings is what obviously impacts the bottom line from a cost perspective," Wessel said.

> "What Venio offered was the one-stop shop at a really reasonable price for me as a service provider, and all the features and functionalities that my clients really needed."

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Global Rules: The eDiscovery service providers did not fully understand the implementation of the global rules needed to properly facilitate the transfer of data (i.e.: GDPR - General Data Protection Regulation, and others).

Data Collection: The lawyers and users didn't understand how to collect the data in platforms such as Office365 and Google Mail, and the service providers didn't have enough industry or client-specific knowledge to find the data that was needed.

Culling: A variety of manual tools were being used, but NearZero wanted to streamline the process for greater efficiency utilizing eDiscovery software.

"I knew there had to be a better way. I wanted to build something that would give my clients exactly what they needed for eDiscovery without a long wait time or increased cost," Wessel explained.

Wessel understood end-to-end eDiscovery, including culling, tracking, and project management (services that he was providing). He also understood processing, data management, and review (services that traditional eDiscovery providers were delivering). "As I worked with other clients, I realized that the requirements are fairly common across all customers, and the solution was not to throw more money at the problem," Wessel said. "What everybody needed was a better technical solution, an end-to-end eDiscovery platform that could be deployed quickly, managed easily, and one that delivered all the key features, including ingestion, processing, advanced search, culling, timeline view, and email search and visualization. The solution had to be robust, scalable, and flexible so that we could start small but grow rapidly and without any limitations."

When one of his clients transformed their IT department, Wessel saw a business opportunity. "I was already working with them on eDiscovery. The dramatic cost-cutting measures made me realize that if I could provide them a complete solution with faster and more reliable ECA and processing, I could serve them better — and I could grow my own practice by bringing in new clients and greater revenue."

That client was also evaluating a number of eDiscovery products, including Clearwell, Disco, iPro, Relativity, Ringtail, and Transperfect. "Value for dollar spent was a big part of the evaluation criteria. Simplicity and ease of use was next," Wessel said. "But trusting your entire eDiscovery to a new vendor isn't

easy." The client asked Wessel for help, which put him in an unenvious role of having to select a tool from a set of incomplete solutions. "Most of the tools I was asked to evaluate were both complex and expensive, and none of them met the customer's real requirements of faster and more accurate ECA and processing without adding to the cost." Wessel said.

At this time, Wessel talked to Chris Juerkiewicz, co-founder of Venio Systems. "We were doing everything that the eDiscovery platforms did, but we were doing it piecemeal." Wessel said. "What Venio offered was the one-stop shop at a really reasonable price for me as a service provider, and all the features and functionalities that my clients really needed."

RESULTS

Transformed to Full-Service Provider, Experienced Revenue Growth, and Reduced Costs for Clients

"We deployed Venio in May 2017," Wessel said. "It was up and running in a day, and system-operational just a few days later. We started to handle cases using Venio in about 30 days, and by about 90 days, NearZero had already realized value. We had a very large case, one that involved 2TB of data, but using Venio, we processed it easily. In less than 12 months, our data processing grew by almost 100%, but Venio scaled easily. We never had any throughput or scale issues, no matter how much data we processed."

Wessel added that even though his current projects involve several terabytes of data, VenioOne still delivers high throughput to meet their client deadlines. As one example, he offered a recent case where NearZero used VenioOne to process 400 GB in a single day with just a handful of VenioOne workers.

"Thanks to the deployment of Venio, NearZero was able to transform from consulting to become a full-service legal discovery provider. Our client list grew 6-fold in just a few years, and business grew rapidly, doubling in just two years. And, from a cost perspective, because we were able to recover the money we spent on Venio in less than a year, we delivered significant savings to our clients."

Culling and Drilling Down, using Email Cluster Views and Timeline

"Venio was the only end-to-end eDiscovery solution we were seeking," Wessel said. "The demo convinced me

that Venio had the culling capabilities our clients were looking for, and the social network diagram Venio offered was very useful for investigations performed by our clients, being able to drill down and find just the relevant email conversations. That really was my big eye-opener for the technology."

"We found Venio's timeline feature especially useful," Wessel said. "Everyone had some sort of filtering, but it was that email analysis, the timeline automatically being there, that really helped. We were working on a large project before Venio, which involved determining which emails were missing in a data set spanning 2004 to 2015. That would have been a costly, time-consuming manual process in the days before Venio. But right off the bat, when we looked at a piece of media in Venio, we could go to the email, the analytical side of it, and see the timeline right away."

"As we loaded each mail file into Venio, we could go and do that analysis at more of a flip-of-the-switch type speed, because that was just part of the platform," Wessel said.

Venio's robust technology was able to handle all the files for NearZero's clients, and its scalability could process up to several TBs easily. "We kept growing, almost doubling again in 2019, and Venio kept scaling with no scalability or throughput issues and without adding to the cost of the platform. That gave me more money to invest in my business."

Looking to the Future

"One of the things we hear from our customers is interest in cloud-based solutions," Wessel said. "We've found Venio's new eDiscovery SaaS platform, Venio Cloud, to be an important new step in that direction. Venio Cloud offers an alternative to having to manage your own eDiscovery software, infrastructure, and licenses. By bundling all the capabilities of its on-premise software in a single cloud-native application, Venio has achieved something especially exciting. I'm looking forward to our already strong partnership with the Venio team growing with the introduction of Venio Cloud."

About NearZero

NearZero Discovery, a registered trade name of REW Computing Inc., is a Canadian, privately held corporation that has been providing eDiscovery support services (project management, consulting, forensic and non-forensic data collection, structured data transformation services, and litigation readiness assessments) since 2007 to corporations and clients in the legal services industry. Its goal is to assist clients by providing a centralized project management team and approach focused on their eDiscovery and IT project needs through its FAST & SECURE© approach and methodology.

About Venio Systems

Venio Systems is a team of innovators and developers with over 40 years of experience in providing eDiscovery solutions with unparalleled agility, ease-of-use and scalability. Venio Systems was created to address the industry's lack of a complete solution to power every phase of eDiscovery. Venio Cloud eDiscovery SaaS and VenioOne eDiscovery platform, are designed to provide the legal service providers, law firms, corporations and government entities with the ability to manage all phases of discovery — processing, ECA, culling, document review and production — in a single cloud platform. Venio Systems remains at the forefront of innovation to provide solutions any litigator and eDiscovery professional can use. For more information and a demo, visit https://veniosystems.com/.