Project Background

Decrease the cost of dedicated EDD team at client location with a quick ramp up capacity

Challenges

- First opportunity for IDS to provide dedicated team for EDD processing with less operational cost
- Dedicated team experienced on e-Discovery software used by the Client i.e. LAW PreDiscovery
- India team to remotely connect client machines in the US
- Meeting all quality and security standards along with Client defined workflow
- Team scalability and continuity needed; managing team was the key to success of the assignment

IDS Solution

Project Manager (PM)

- Dedicated PM
- PM was deputed onsite for 2 months for training on Law PreDiscovery
- Received software certification and training in technologies like SQL database
- Responsible for training and developing IDS team
- Transitioned Ops to India team

Team

- Team of 10 personnel on-boarded
- Trained on LAW PreDiscovery by the PM
- Data team responsible for customized deliverables for EDD processing, legal coding and scanning projects

IT

- Built a secure connectivity between Client servers in New York
- Established a secure mode of operating systems from India

Software Support

- Developed applications like Bloomberg Converter, online PM software for the client