

When Deadlines Don't Take Holidays

CHALLENGE

A nationally recognized law firm in the Midwest had a time-sensitive eDiscovery challenge requiring them to produce documents on the Monday following a holiday weekend; a tight deadline made even more difficult by limited staffing for the holiday.

The firm had recently started working with Proteus, so they were concerned about whether Proteus could provide consistent support during the holiday period to ensure a successful production, especially considering the request came in after business hours.

They quickly discovered they could trust Proteus in this quick-turn situation.

SOLUTION

Proteus's Project Management team quickly stepped in to oversee the engagement within the client's Everlaw platform, one of several industry-leading eDiscovery systems in which Proteus maintains certified expertise.

Our team collaborated closely with the client to collect the data after business hours then load the data to the Everlaw platform, process it for review, oversee production workflows, and get it into production – all while maintaining consistent client communication. This proactive approach ensured that all materials were processed, quality checked, and ready for timely delivery, within 48-hours prior to the long holiday weekend.

RESULT

Thanks to Proteus's responsive and knowledgeable support, the client successfully met their production deadline despite the challenging timing. With renewed confidence in Proteus's ability to manage complex, time-critical projects, they have continued to engage Proteus for eDiscovery support and expertise.

The outcome demonstrated that reliable project management, expert platform knowledge, and clear communication can turn even a holiday-weekend production into a success story.

"We were impressed not only by Proteus's technical expertise but also by their commitment. Even over a holiday weekend, they made sure our deadline was met without issue. It gave us total confidence in choosing Proteus as our long-term eDiscovery partner."

Want to talk about eDiscovery at your organization?
Email us at info@proteusdiscovery.com