

eClaris significantly improves  
electronic discovery processing times  
while reducing costs with Nuix



eClaris and Nuix

## Summary

**eClaris has seen huge time and cost savings since implementing the Nuix system.**

**The old system would require 10 servers to process 1TB of data in about 22 hours; with Nuix the same amount of data can be processed in the same amount of time with a single server equipped with dual quad-core processors. This results in enormous savings on hardware and energy costs.**

case study

## Challenge

eClaris, Inc. is a Los Angeles-based, medium-sized electronic discovery (eDiscovery) consultancy and service provider serving a variety of top US law firms and corporate legal departments.

eClaris has over 100 servers that it uses for processing data for its clients. The consultancy had been running one of the leading eDiscovery software solutions on all of these servers. To process 1GB of data, it would typically require about 2 hours using a single server. 1TB – equivalent to 16 million emails and 14 million attachments – could be processed in just under 24 hours by running the data through its 100 servers simultaneously. The system additionally required eClaris to extract all file data before it could be processed, which added additional time to the process.

There were also some issues surrounding compatibility. The existing system was not able to process all the file types that eClaris' clients were producing. Additionally, there were times that the existing eDiscovery solution was unable to process some foreign languages. There were also no translation features available, so even when it did manage to process foreign languages, the user would not have any idea what the document actually said unless they spoke that language.

Manpower is of course one of the biggest expenses for any litigation support company, and part of the problem with eClaris' existing system was that processing a set of data took two analysts running queries manually one at a time. This was a very inefficient use of staff time. In addition, it also took two to three months to train a user on the system.

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**“We ran the first batch of 2.57GB of data on our old platform, which took 48 hours of labor and 16 hours of computing time. The second batch, which was approximately 12GB, was run on Nuix, which took 47 minutes to process and less than a minute to create reports.”**

## Results

eClaris has seen huge time and cost savings since implementing the Nuix system. The old system would require 10 servers to process 1TB of data in about 22 hours; with Nuix the same amount of data can be processed in the same amount of time with a single server equipped with dual quad-core processors. This results in enormous savings on hardware and energy costs.

“A great example of the improvements we’ve seen thanks to the Nuix software is a recent case with a total of 200GB of data to process,” commented Jacques Nack Ngue, founder and managing partner of eClaris. “We ran the first batch of 2.57GB of data on our old platform, which took 48 hours of labor and 16 hours of computing time. The second batch, which was approximately 12GB, was run on Nuix, which took 47 minutes to process and less than a minute to create reports.”

Nuix has also widened the types of files that eClaris is able to automatically process, saving much manual labor. This is also the case with its compatibility with all languages. Furthermore, Nuix automatically syncs with Google Translate, so if a user wants to review a document in a foreign language it will show it in its original version as well as automatically translated into English, which reduces the need for native speakers to do supplementary reviews.

Nuix software can export to a wide variety of formats, and into all key legal review tools including KCura, Ringtail, Summation and Concordance, which has helped to eliminate some expensive production costs for eClaris.

eClaris’ litigation support analysts are able to more efficiently use their time now thanks to the Nuix solution. They can spend more of their time actually doing analysis of the final data and ensuring reporting is accurate, rather than spending days or weeks processing queries manually. Full training also takes less than a week, as opposed to several months with the old system.

At present, the seven servers running Nuix do approximately ten times the work of the other 100 servers running the existing system. Nuix results data are easy to work with, and those running the software do not need to be experts in file types or programming; the user merely has to input the query, point to the data, and hit process. Additionally, scripts can be utilized to increase efficiency from the Nuix system even further. Moreover, if the data prove to be too much for the current processing power, additional computers can be added in as little as 20 minutes.

One of the other benefits for eClaris is that the Nuix system is run on network-enabled machines, so clients are able to access their data from their own desktop without having to contact anyone at eClaris. This is much more convenient for clients, and reduces the work required by eClaris’ staff.

Finally, the sales and technical support provided by Nuix has been very important to eClaris. As Nack Ngue explained, “The team at Nuix is made up of some really good people. They are very passionate about their product, friendly, easy to work with, and above all honest and transparent about what they can or cannot do.” Important as well is that customer support is provided quickly, and support personnel are highly knowledgeable so issues can be fixed rapidly.

**Simple. Powerful. Precise.**

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## Next Steps

eClaris plans to install Nuix on two racks of 100 servers by 2010. Overall, eClaris estimates that the percentage of total company revenue spent on hardware and software will drop to 16% when Nuix is 100% installed, as opposed to the 40% the company was spending with its existing system.

eClaris' existing system will be maintained for the foreseeable future in order to produce final TIFF output, but all processing and native export activities will be moved to Nuix. "We believe this strategy will provide us with a true competitive advantage in the market," continued Nack Ngue. "Thanks to the Nuix system, we are able to move to a system of flexible pricing where our customers can choose to continue paying us on a per GB basis, or work out other arrangements which we expect will be mutually beneficial."

## About Nuix

Nuix has spent the past nine years developing and refining the world's most advanced eDiscovery and electronic investigation software. Nuix revolutionizes the way government and private organizations investigate electronic information, improving simplicity and accuracy and slashing the time and cost of investigations by more than 80%. Nuix customers include all major advisory firms, litigation support firms, state and federal government departments, regulatory and security agencies, police and anti-corruption bodies, financial institutions, corporations and law firms.

## About eClaris

eClaris® is a dynamic eDiscovery consultancy and service provider dedicated to helping law firms and corporations classify, process and review® electronic data. eClaris combines superior legal expertise with the latest in scalable technology to provide clients with cost effective, accurate and accessible data in a timely fashion. For more information, visit [www.eclaris.com](http://www.eclaris.com) or call 213.623.1620.

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