



## Case Study: Bibliographic Coding Project

**OSQS successfully combines onshore and offshore options to assist clients achieve significant improvements in service quality and on-time delivery.**

### Customer Background:

Our Client is a leading full-service litigation support company that provides specialized legal process outsourcing (LPO) services to corporations and law firms in more than 100 metropolitan regions in the U.S. and Canada.

### The Client's Need:

Our Client was approached by a global AmLaw 10 law firm to submit a bid for a project involving nationwide scanning, bibliographic coding and manual in-text name

capture ("manual capture") of about 500,000 documents consisting of more than 2 million pages and images. The project was to be completed within 10 weeks; time was of the essence as a discovery deadline was rapidly approaching. The law firm's regular litigation support vendor had rejected the project due to the urgency of the task and the logistical issues involved in performing nationwide scanning and data collection. Once their vendor rejected the project, the firm requested project bids from 3 other large litigation support companies, including our Client. Our Client's bid was selected and they then requested OSQS to perform a pilot bibliographic coding and manual capture project so the law firm could evaluate our work. The firm approved the work and Client retained OSQS to perform these services.

### The Project Challenges:

Client needed a firm with:

- Substantial logistical experience in large, nationwide projects, to ensure that this

*OSQS is a recognized leader in this burgeoning industry. Clients look to OSQS for customized off-shoring solutions that meet their needs for quality, efficiency and cost-savings. In addition, OSQS appreciates the concerns for integrity, security, trust and privacy and is committed to these values in our quest to provide truly uncompromising service. While we do not disclose our clients' names, we can share some information about them to show you the quality of the clients who turn to OSQS for their outsourcing needs.*

project would not be divided into smaller parts for distribution to other outsourcing vendors. A single vendor was necessary to ensure data security and maintain the required quality standards.

- Well-trained, efficient bibliographic coders, including personnel with substantial experience with manual capture (the latter work is complex and time-consuming and requires highly skilled coders).
- Well-established coding operations with large capacity, including the proper technological infrastructure, to perform the project expeditiously and cost-effectively.
- A well-defined quality control program, with onshore and offshore project management, that would assure the highest possible accuracy rates for the bibliographic coding and manual capture.

### **The Solution Requirements:**

Our Client's nationwide scanning capabilities allowed for the secure FTP transfer of all scanned documents to the OSQS offshore coding location. The offshore location would download the images daily and perform logical unitization ("LDD") to provide rolling delivery of the work-product. The LDD, bibliographic coding and manual capture included the following information:

- Begin bates/End bates
- Begin attachment/End attachment
- Document type
- Document date(s)
- Author(s) with affiliation(s)
- Recipient(s) with affiliation(s)
- C.C. with affiliations
- Document title (Natural & Enhanced)
- Document characteristics
- In-text names



### **The Results:**

OSQS used its ISO 27001-certified onshore and offshore facilities to perform the project. It was determined that this approach would maximize the speed and volume of the deliverables. A team of 100 coders was initially used, working in 3 shifts (24 hour coverage), to perform the LDD, bibliographic coding and manual capture. Extensive training on all aspects of the assignment was performed while the Client began scanning the documents. The coders were trained on the project details and applicable coding technology using project-specific LDD and coding manuals (created by the Client and OSQS project management).

The OSQS team delivered 10,000 documents per day during the first week. Quality control (QC) of these deliverables by the project managers reflected accuracy rates

of 98% for bibliographic coding and 85% for manual capture (*in-text names*). With the law firm's approval, the Client asked the OSQS team to increase production. The team was increased to 150 coders and output was increased to approximately 16,000 documents per day. Standard ISO 9001-certified QC procedures ensured that these accuracy rates were consistently maintained.

Scanning, coding and manual capture of about 500,000 documents consisting of more than 2 million pages and images were completed to specifications in less than 9 weeks, more than one week ahead of the deadline. The same accuracy rates were maintained for the entire project. Client's customer, an AmLaw 10 law firm, was pleased with the efficiency, cost and quality of the services; the Litigation Support Manager stated:

*When we started this project I was very skeptical if this deadline could ever be achieved and if I would get the required accuracy... My regular vendor had not shown confidence in delivering this project and trying someone new for a crucial project like this was too risky. I was thinking we may end up spending too many hours of our time coordinating and following up with issues and delivery. You guys have made the process of going off-shore effortless and I still get great quality and rates.*



The law firm remains a dedicated customer of Client's, and OSQS continues to be a provider-of-choice for Client's coding and other litigation support services.