

# Experience Plus Infrastructure Equal Success

## situation

Companies need battle-tested solutions to effectively coordinate and successfully manage litigation. Experienced litigation support practitioners know the key components of case management and leverage that knowledge to address new and anticipated lawsuits.

## in-house counsel challenge

Companies that face litigation infrequently may become overwhelmed by the day-to-day management of document, discovery and trial support projects. In-house counsel at companies more frequently involved in litigation may have the experience, but lack the time and resources to handle litigation support efficiently.

## approach adopted

As our clients increasingly faced complex, recurring litigation, we quickly recognized the need to avoid starting from scratch on every case, and to build consistency across cases. In deconstructing and reconstructing the specific tasks associated with discovery and litigation support, we created an efficient infrastructure to perform these core tasks. An infrastructure of legal support professionals provides the experience, consistency and efficiency of litigation support, while freeing trial teams to focus on the offensive strategy and specific merits of each case.

Experienced staff attorneys and non-attorneys supervised by more senior attorneys can complete many discovery and litigation support tasks effectively and efficiently. Lawyers do legal work; analysts and paralegals analyze documents and develop thematic support; and database editors and document clerks support those efforts as needed.

Valuable knowledge is gained when fulfilling litigation support responsibilities. Rather than assign junior associates *ad hoc*, we build upon and leverage our litigation support team's knowledge and experience. Because team members focus exclusively on litigation support, they develop expertise in specific areas such as records management and retention; technological know-how; vendor selection; e-discovery; protective orders; discovery responses; document collection, review and production; attorney-client privilege; witness preparation; trial exhibit identification and compilation; authenticity and

## implementation steps

1. Identify key components of litigation support and develop a deep knowledge base in those areas that can be applied across cases.
2. Staff each component with litigation support professionals whose experience best matches each task.
3. Enable litigation support professionals to hone their expertise in specific practice areas to bring the best practical experience to bear.

admissibility objections; and post-trial document and issue analysis. By staffing according to expertise, we can offer substantive guidance while maximizing cost savings.

## measuring success

Our clients measure success not only by saving time and money, but also by achieving desired results. Some clients use our litigation support services to support other outside counsel and appreciate the results of all parties working together. Clients call it "win-win," because there is consistency across cases while case preparation never misses a beat.

## future issues to consider

*We undertake work using alternative fee arrangements. We plan to continue to pursue alternatives to the traditional hourly pricing model to increase predictability, flexibility and cost savings.*



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Bacon L.L.P.

Partner Denise J. Talbert has practiced in the National Products Liability Litigation Division of Shook, Hardy & Bacon L.L.P. since 1996 with an emphasis on Litigation Support activities. She can be reached at [dtalbert@shb.com](mailto:dtalbert@shb.com).