CUSTOMER SUCCESS

Transatlantic Reinsurance

TRC Reduces Cost and Time Spent On Document Analysis and Review with Veritas™ eDiscovery Platform

Transatlantic Reinsurance Company, a subsidiary of Transatlantic Holdings, Inc. (NYSE: TRH) better known as "TRC," is one of the largest and most successful publicly traded reinsurers in the industry. TRC has invested in technologies that allow it to rapidly respond to tighter regulatory requirements and increasing review of business transactions.

Business challenges

Within the insurance and financial services industry, it is not uncommon to receive requests from counsel, management and/or regulators for large numbers of documents to be produced for review. Before responding, files must first be scanned for relevance and, in the event data will be provided to opposing counsel or regulators, privilege. IT and Legal teams are frequently inundated with the task of manually reviewing thousands of documents that are inevitably displayed during common key word searches.

In TRC's case, Edward Kelley, Assistant General Counsel at TRC previously spent between one and three days running each keyword inquiry, with support from the company's IT department. Legal would then review the returned data manually over a period of weeks. Frequently the persons requesting the data returned with a new keyword request. As a consequence, an entirely new search and manual review had to be initiated, adding several more days to the task. In the instances when historical data was needed from tapes or other long-term storage media, the IT department could count on adding at least another week to prepare prior to conducting the keyword search.

The immense workload and inevitable difficulty of coordinating activities across multiple groups put a constant strain on TRC's Legal department and its IT group. The result was inefficiency for both departments.

Veritas Solution

After comparing Veritas to other technologies on the market, TRC discovered that the Veritas ability to provide advanced, sophisticated eDiscovery analytics went far beyond the keyword search capabilities offered by other products.

Organization profile

Website: www.transre.com
Industry: Insurance
Headquarters: New York City, NY
Employees: 500

Veritas solution

Veritas™ eDiscovery Platform for document processing, analysis, and review

Why Veritas?

· Automated analysis tools delivered earlier insight into case facts

· Reduced downstream review costs by intelligently culling irrelevant documents

· Intuitive use experience improved productivity

"When I compare analyzing documents by manual review versus using Veritas, the two are worlds apart. It's like the difference between trying to cook a meal using the heat generated from rubbing two sticks together versus using a microwave to accomplish the same task."

Edward Kelley
Assistant General Counsel
Transatlantic Reinsurance

Unlike yesterday's simple search tools that index and provide keyword search capability, Veritas analyzes the content and metadata of electronically stored information (ESI) and combines it with organizational data to dynamically derive communication patterns. Veritas then applies proprietary, patent-pending linguistic and statistical analysis algorithms to further analyze the documents into topics. This is done for all collected case documents, but can also be performed across all Exchange servers, PST/NSF files and archives.

Product features such as Relevance Rank and Discussion Threads were key in reducing the headache of document analysis and review for TRC's Legal and IT departments. The Veritas Relevance Rank feature displays the most relevant search results first, like Google® does for web searches. By automatically linking emails together into threads, Veritas enabled Kelley and his team to view critical discussions, pinpoint when messages were sent, and identify key contributors instantly, visually displaying who knew what and when. With Topic Analysis, it was quick and easy for Kelley to locate exactly the right message threads without manually reading through thousands of documents. Since all duplicate and irrelevant messages were automatically eliminated from the results, the Legal and the IT groups saved countless hours of filtering and organizing searches. "The intelligent analysis makes all the difference. Search is one important component, but the intuitive results, discussion threads and filters really set the Veritas solution apart from other offerings," said Kelley.

The Veritas™ eDiscovery Platform accomplished all of this without creating a separate information store and without moving mailboxes or installing software on any of TRC's desktops and servers, thus

Solutions at a glance

Key challenges

- IT and legal teams inundated with manually reviewing thousands of documents
- Excessive time spent responding to inquiries—between one and three days for every keyword inquiry
- Bulk of time spent locating documents—with little time left for analysis
- No way to eliminate redundancy caused by duplicate documents—up to 50 percent in one instance

Veritas products

Veritas eDiscovery Platform

Business results and technical benefits

- Significantly faster and more thorough document analysis
- The ability to discover all relevant documents, including over 400 document types, emails, and attachments
- Sharp reduction in IT and Legal dollars spent on document analysis and review
- Minimal product training and rapid user adoption from a simple, intuitive user interface

making it very easy to deploy, maintain, and operate.

Business Benefits

The time and opportunity cost savings that TRC has achieved with the Veritas eDiscovery Platform has substantially improved productivity within the company's IT and Legal departments. Through intelligent document analysis, TRC can now refocus its resources on more strategic initiatives. The Veritas eDiscovery Platform provided TRC with the following business benefits:

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- The ability to discover all relevant documents, including over 400 document types, emails, and attachments
- Sharp reduction in IT and Legal dollars spent on document analysis and review
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"Veritas is a godsend. Using Veritas drastically cut our document review time and enabled us to respond rapidly and with confidence to regulatory inquiries. This resource allowed our Legal team to respond quickly and efficiently. We were able to apply our resources to support TRC's more strategic initiatives, like structuring effective reinsurance programs and building solutions that help our clients."

Edward Kelley
Assistant General Counsel
Transatlantic Reinsurance

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