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systems

CASE STUDY

VenioOne Powers Ricoh eDiscovery OnDemand

Background

Ricoh USA is an information management and digital services company founded in 1962. The company's priority is to be at the forefront of workplace innovation, delivering competitive advantages to more than 1.4 million businesses. Ricoh offers eDiscovery on-demand solutions to legal teams powered by VenioOne.

RICOH
imagine. change.



The Problem

Ricoh Seeks Better Workflows and Operational Efficiency.

As an eDiscovery service provider, flexibility and efficiency were high priorities for Ricoh. Its existing solution had some significant gaps. First, its workflows were extremely rigid. David Greetham, vice president of eDiscovery sales and operations at Ricoh, said, “If you set up a project in one way and wanted to change midstream, then you’d have to start over. Our clients often changed their minds, so it was a big pain point.”

Second, Greetham and other stakeholders wanted to maximize operational efficiency with an on-demand system to improve processing and expedite turnaround time.

“We wanted to help clients **process a lot of data,** and not a lot of platforms allow for this,” he said. “Most are proprietary, and none offer an on-demand option.”



As a result of the solution being hard to use, Ricoh suffered from productivity losses and escalating costs.

Looking for a solution was challenging, so Ricoh put together a team to vet products. The key points in arriving at a solution were:

- ✓ Creating a self-service tool that was intuitive, simple, and powerful so that clients could own processing and review
- ✓ Enabling custom workflows
- ✓ Reducing costs
- ✓ Being flexible enough to handle large volumes of data, including images

“We wanted a self-service tool that was truly going to be self-service, and Venio delivered.”

David Greetham,
vice president of eDiscovery
sales and operations
Ricoh USA



The Solution

Ricoh Finds Perfect Partnership with Venio.

The eDiscovery team found its ideal product with VenioOne OnDemand. Ricoh developers and Venio worked together during the vetting process to design a customized product: Ricoh eDiscovery OnDemand. Its design was intended to allow clients to process, analyze, review, and produce data. Other specific features of the new product included new workflows and export capabilities.

The platform is cloud-based, enabling access from anywhere with system management at a central location. End users can easily upload electronically stored information for processing, analysis, review, and production. It also has industry-leading security to protect data. VenioOne replaced Ricoh's old provider and was a natural fit.

"Venio is **an extension of what we're doing**, and when we need to make adjustments, we've been very pleased with Venio's response," Greetham said.



As a self-service tool, Ricoh eDiscovery OnDemand, powered by VenioOne, enables corporate law firm clients to easily and securely manage aspects of eDiscovery. By developing this unique technology, Ricoh was also able to adapt to the market regarding cost. Many legal teams are transitioning to handling more eDiscovery in-house, with costs being a major driver. The Ricoh-Venio partnership answers this growing need.

“Tight discovery deadlines and growing volumes of data can make the eDiscovery process complex. eDiscovery OnDemand supports efficient eDiscovery processing, culling, review, and production at a moment’s notice and without the infrastructure costs typically associated with a specialized environment.”

David Greetham,
vice president of eDiscovery
sales and operations
Ricoh USA





The Results

VenioOne Delivers Exceptional Usability and Features.

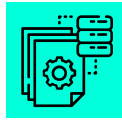
The new platform initially became the tool for transactional business. After five-plus years of partnership, Ricoh moved to the subscription option to create recurring revenue for the service. The solution now manages 75% of Ricoh's projects.

With Venio powering the self-service module, Ricoh clients can interact with data and access valuable features such as data analysis, which would have been overly complex in other platforms. It's an agile solution that can take in large amounts of data in multiple formats from various sources.

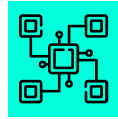
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When discussing specific features that VenioOne delivers to its platform, Ricoh gave the highest ratings to:



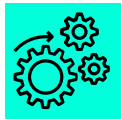
Processing



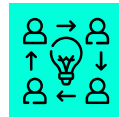
End-to-end electronic discovery reference model (EDRM) functionality



Workflows



Automation



Ease of use, implementation, and customer support

“It’s been a positive return on investment. The Venio team is always available to help us work through any problems,” Greetham said. Another area of strength that he called out is the full-scale EDRM. “Venio has a solid backbone that covers EDRM from start to finish — processing, review, and analytics.”



The Future

What's Next for Ricoh and Venio?

Ricoh continues to work with Venio to enhance the solution.

“We’re committed to OnDemand, and long term, we will work with the Venio team to ensure the product remains competitive,” Greetham said.

Those plans include building a “bridge” between OnDemand and an additional review tool. Ricoh currently uses another tool for less than one-fourth of its cases, but it's on-premises, which means it has limitations. Ricoh and its clients appreciate the accessibility of cloud-based software.

“Everything is moving in that direction with legal professionals turning to the secure cloud now more than ever to maximize their eDiscovery processes,” Elliot Taub, national operations manager of Ricoh Legal, said.



About Ricoh USA

Ricoh USA delivers a variety of information management and digital services to businesses. It brings together people, processes, and technology to solve challenges for companies big and small. At the forefront of innovation, it uses a range of systems, platforms, and image technology to make data accessible to people faster and with more insight than ever before.

About Venio Systems

Venio Systems is a team of innovators and developers with more than 40 years of experience providing eDiscovery solutions with unparalleled agility, ease of use, and scalability. VenioOne eDiscovery software offers users many benefits, including faster processing, more efficiency, reduced costs, less data to review, and a fully managed secure cloud environment. Venio Systems remains at the forefront of innovation to provide solutions any litigator and eDiscovery professional can use.

For more information and a
demo, visit veniosystems.com.



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