Advisory Services

Workflow Optimization

Feel the flow.

As the primary driver of standardization, client value-addition, and ultimately, deadline adherence, the architecture of your eDiscovery workflow represents a "make or break" resource for your project teams. In supporting hundreds of eDiscovery environments over the past decade, George Jon has seen every variation and observed the detrimental impact poor workflow can have on critical system components. To remedy these failures, GJ has compiled a correlative library of best practices that drive cost reductions and ongoing margin improvement upon implementation.

Effective workflow must be inherently elastic and fully balanced across every critical lever of an operating model. People, organization, processes, and technology must be considered when building and optimizing a winning workflow plan.

Key levers exert a major impact across the entire workflow when changes are introduced. For this reason, it is imperative to design an agile and elastic workflow base. GJ consultants will consider client requirements, technologies supporting the workflow, and the individuals responsible for administering and driving work across every major workflow bucket, from project initiation to migrations and productions, to maximize automation, improve throughput, and ensure your business is not constrained by eDiscovery workflow that was designed in a vacuum.

In our experience, workflow levers are perpetually changing; as such, workflow must be able to quickly adapt and transform in response to the below real-world scenarios:

PRIMARY LEVERS FOR OPTIMIZED WORKFLOW

PEOPLE + ORGANIZATION
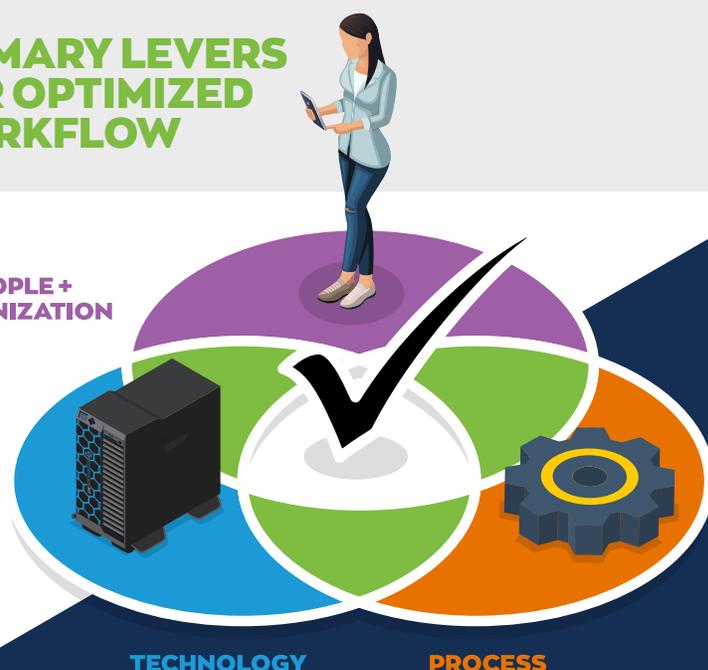
TECHNOLOGY

PROCESS

Technology

- Changes in the application portfolio being used across the ERDM (e.g., moving to a new centralized processing platform)
- Refactored application architecture that fundamentally changes integration points across the workflow
- New tools / technologies that enter the market for use as utilities on top of or alongside the workflow
- New application / core functionality is developed and released across key applications

People & Organization

- Shifts in the level of application administration / technology expertise across engagement teams
- Changes in roles and responsibilities across engagement teams or in the overall organizational design for execution (e.g., centralization to decentralization)

Process

- Regulatory shifts in the industry that require heightened / lessened QC, audit operations, and reporting requirements
- Changes in the internal decision-making / approval process for exception-handling
- Client-mandated changes such as data delivery frequency and dataset types that require process tuning
- New client SLA and deadline requirements