



case study

San Francisco Legal Reduces Time to Extract Data from Legacy Email System by 75%

PROJECT SUMMARY

A leading law firm needs to extract data from a legacy email system – while keeping emails together with their original attachments. Their university client said the task would require 40 IT staff hours – and that they couldn’t spare the time. San Francisco Legal researches a better solution, enabling the law firm to forgo the university’s IT staff and complete the job on their own in just 10 hours.

By the late 1990s, email was being used extensively in business circles. In fact, many companies were already negotiating contracts completely via email. While this made it easy to send contract revisions back and forth, this approach was ripe for trouble at some unknown point in the future.

For instance, a leading university recently found itself in the middle of a contract dispute. The most important evidence they had of what transpired during the contract negotiations in question was “lost” in a legacy Eudora email system.

Many law firms in this position might simply plead “legacy system” to opposing counsel. However, taking this stance comes with significant risk, especially if the dispute hinges on what could be

TECHNOLOGY CHALLENGE

- Convert Legacy Eudora Email to .PST Files
- 9,000 Emails
- 10 Custodians
- Create Native .MSG Production Set

found in the emails and their associated attachments. In the case involving the university, this was absolutely the case. The emails and attachments were believed to be vital to their defense.

“To properly defend the university, it was very important that we resurrect the email data in its original format,” said the spokesman of the law firm. “That meant ensuring the original emails were stored with any associated attachments. The problem was that we didn’t know how to do this. So we called San Francisco Legal for help – and they came through with flying colors.”

“Unusual projects come my way all too often. But now I don’t even worry. After 20 minutes on the phone with San Francisco Legal, I always feel confident that together we’ll get the job done. And this was certainly the case with the legacy email. In fact, their solution went beyond what I expected.”

Spokesman, Law Firm

CTO Takes Lead, Finds Solution

"As electronic discovery continues to evolve, law firms are presented with new challenges that are both demanding and stringent," said Ruth Townsend, chief technology officer at San Francisco Legal. "I make it my business to stay one step ahead of technology and electronic discovery requirements, so that I can provide our clients with the support they need to resolve even their most complex litigation support issues."

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When the law firm called on San Francisco Legal for help to convert the legacy Eudora files, the assigned account manager immediately put the firm's representative in contact with Townsend. After listening to the problem – how to convert the emails with the attachments intact – Townsend assured the client she could help and went to work.

"I did some preliminary research, and also spoke with some of my industry colleagues about the solution I had in mind," said Townsend. "To be sure, I asked the firm to have the university send us a small sampling of a custodian's data. I tried converting the data to .PST files using a few solutions. The solution that stood out, Aid4Mail, perfectly converted the legacy emails – with the attachments included."

Partnership for Success

Because the university was extremely sensitive, only the law firm was allowed to go on site to retrieve the remaining emails and attachments. Townsend stood by as a trusted resource to answer questions and walk the law firm's representative through the retrieval process using Aid4Mail.

"Everything came off perfectly," said the spokesman. "When I needed some extra help while at the university, I just picked up the phone and called Ruth.

She walked me through some of the processing and I was done with the entire process in just 10 hours." The university's own IT department had estimated the process would require 40 hours of work.

"San Francisco Legal has proven over and over that they have the most sophisticated personnel," said the spokesman. "They have a culture of knowing how to solve problems, and they're always willing to listen. I think another company would have just told us it couldn't be done and moved on."

Word Spreads Like Wildfire

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"After I was able to use San Francisco Legal's solution to successfully retrieve the legacy email and attachments, I told an attorney in our firm," continued the spokesman. "She's already told four other attorneys that I know of. Word of our success has spread like wildfire across the firm. Now we all know how to handle a similar problem in the future – thanks to the willingness of San Francisco Legal to go the extra mile."

About San Francisco Legal

Founded in 1998, San Francisco Legal has grown rapidly to become the largest locally owned and operated legal support facility in San Francisco.

With extensive experience in all aspects of litigation support, the firm assists clients at every step of the trial process. San Francisco Legal offers turnkey document solutions with a consultative, hands-on approach to customer service. To support this philosophy, the firm works to foster strong relationships with its employees, and is committed to providing its clients with the most thorough, attentive service possible – 24/7.

More information about San Francisco Legal can be found at www.sanfranciscolegal.com, or by calling (415) 392-2900.