

DSAR CASE STUDY

Burness Paull



Burness Paull, a top tier Scottish law firm, were recently tasked with helping a long-term client complete a Data Subject Access Request (DSAR) from one of their former employees. With the General Data Protection Regulation (GDPR) stipulating that such requests must be met within strict timescales, a timely approach to the review was required.

Burness Paull had already seen the results generated by Luminance's Diligence technology in other aspects of their practice and were impressed with the power of Luminance's core technology, the Legal Inference Transformation Engine (LITE). For this case, Burness Paull chose to adopt Luminance's Discovery platform, which requires no prior training, configuration or customisation, and can be deployed instantly via the cloud allowing them to respond quickly to this request.

After document upload, Luminance was able to rapidly read and analyse a mixed dataset spanning nearly 6,000 documents, allowing the team to start their review that same day, which began by reducing the dataset to only include potentially relevant documents.

Within just a few minutes, Luminance's powerful data culling tools, including de-duplication and email leafing functionalities, reduced the dataset by 80% compared to its original size. Midway through the review, social distancing measures due to the COVID-19 pandemic took effect in the UK, forcing the team to continue the review whilst working remotely. Luminance was the ideal tool for this 'new normal', enabling the team to seamlessly continue their review and providing a secure and robust cloud-based environment for legal data which the team could access from anywhere. Burness Paull noted that if they had been reliant on technology located on premises it would have been "considerably more challenging" to complete the review within the original timescales.

KEY FINDINGS

- 80% of dataset culled within minutes
- Time-savings of 50%
- Despite COVID-19 related disruption, the review was able to continue seamlessly

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In this remote working environment, Luminance's task management tools were particularly vital, allowing the lawyers to visually track task and work progression throughout the review. Further, the platform displayed real-time information on all search terms, filters and metadata, giving Burness Paull full visibility into the entire project.

At the end of the review, document production and reports on the work product were created with the click of a button, cutting time on administrative tasks.

Burness Paull estimate that using Luminance Discovery increased the efficiency of their review by approximately 50% compared with manual review techniques. Following the success of this review, Burness Paull have chosen to use Luminance Discovery on all upcoming DSARs.

"We have been seeing the size of typical client datasets increase exponentially in recent years, making technology assisted review using powerful tools like Luminance Discovery increasingly essential for lawyers. Using Luminance, we are able to comb through large volumes of data in an efficient way, and provide high-level insight into every step of the review."

SAM MOORE,
INNOVATION MANAGER

About Luminance

Luminance is the world's most advanced AI technology for the legal processing of contracts and documents. Founded by mathematicians from the University of Cambridge, Luminance's AI reads and forms a conceptual understanding of documents in any language. Luminance uses this understanding to augment the spectrum of legal matters, from AI-powered contract drafting, negotiation and review to investigations and eDiscovery. Luminance is used by over 400 customers in 60 countries, including all of the Big Four consultancy firms, a quarter of the world's largest law firms and multinational organisations such as Tesco and Ferrero.