

An LLM, Inc. case study

# Rising to the Client's Challenge

A global aerospace and defense company, replete with more than 65,000 employees and billions of dollars in sales, reached out to LLM, Inc. about the potential customization of the leading industry solution — *Liquid Lit Manager*<sup>™</sup> — to satisfy specific needs. The company disclosed it was simultaneously pursuing several service providers to meet this challenge.

## THE CHALLENGE

Specifically, the company required flexibility around the Legal Holds feature's administrative controls, including increasing the number of email addresses it could notify to 150,000, allowing for additional automated reminders and more. Also important: reporting responsiveness.

Although LLM, Inc. had stress tested the software well beyond the client's volumes needs, it worked to ensure both workflows and design were optimized to accommodate custodians' volumes of more than half a million.



## THE COMPANY REQUIRED FLEXIBILITY AROUND THE LEGAL HOLDS FEATURE'S ADMINISTRATIVE CONTROLS.

## THE SOLUTION

LLM, Inc. knew the software system was flexible enough to accommodate these requests and that it could deliver on the modifications. First, it developed a **thoughtful, holistic plan for the redesign** of Legal Holds so that it would continue to meet everyone's needs. Second, **it reshaped the Legal Holds feature per the company's specifications.**

**LLM, INC. KNEW THE SOFTWARE SYSTEM WAS FLEXIBLE ENOUGH TO ACCOMMODATE THESE REQUESTS AND THAT IT COULD DELIVER ON THE MODIFICATIONS.**



## LLM, INC. EFFICIENTLY AND EFFECTIVELY DELIVERED ON ITS SOFTWARE PROMISES.

The revised product also includes a Custodian Interviews feature. Though the client had not originally requested this feature, it was part of the overall redesign and complements the revised product well.

### THE REVISED PRODUCT ALSO INCLUDES A CUSTODIAN INTERVIEWS FEATURE.

Time for the client presentation and product reveal ...

**The Fortune 100 company was beyond thrilled with the customized results and the short time it took LLM, Inc.** to attain them. *Liquid Lit Manager* will soon be the company's official solution.

LLM, Inc. efficiently and effectively delivered on its software promises. It has a proven product flexible enough to accommodate company-specific needs and the expertise to implement them.

### HIGHLIGHTS:

- ✓ Accommodates 500,000 email addresses
- ✓ Offers multiple workflow options
- ✓ Delivers more automated reminders
- ✓ Supports customer-defined category list
- ✓ Records instant custodian feedback on follow-up information and notifies the hold administrator
- ✓ Addition of multiple reporting options

## WHAT CHALLENGE DOES YOUR COMPANY FACE? MOVE TOWARD THE RIGHT SOLUTION WITH LLM, INC.

**Logical Solution. Legendary Service.** LLM, Inc. offers *Liquid Lit Manager™*, a web-based solution enabling legal teams to review discovery, produce documents, and manage related daily case materials through a single interface. It is the only product on the market that integrates e-discovery and case management, which is why it is favored by many Am Law 100 & 200 law firms, Global 100 firms and Fortune 100 companies.

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