



Case Study · E-Discovery Legal Project Management

Centralizing Metrics & Case Management

Driving Greater Process Efficiency for Legal and Compliance at a Global Corporation

Case reports that once took hours, now only take a matter of minutes.

The Situation

Cox Enterprises, a privately held US-based company, had grown from humble beginnings as a newspaper in 1898 to what is today a global business serving the automotive, media, and telecommunications industries. This includes a workforce of more than 50,000, subsidiaries Cox Communications and Cox Automotive, and several major brands including AutoTrader, Kelley Blue Book, Manheim Auctions, and others.

Managing the company's risk and legal obligations, however, was becoming a challenge for the Cox eDiscovery Team because of rising case loads and fast evolving legal and compliance requirements worldwide.

To manage all the case work and set appropriate expectations across the business, timely metrics and reports were needed. This was especially so for time-sensitive e-discovery responses. But due to the already heavy caseload – compounded by disparate systems of information, this proved to be challenging. Hours were needed to consolidate multiple reports and there was no easy way to scale the process during peak times.

In 2017, business leadership determined that new technology was needed to facilitate improved process efficiency and tracking across its discovery and case-related processes.

The Selection

With only limited budget available for procurement, the Cox eDiscovery team faced a daunting task of finding one system to centrally manage their case work around the world. Cox assessed the market's best and most innovative offerings and determined that IS-A-TASK by Inovitech offered the right balance of price and capability, including the flexibility to grow with their evolving needs.

The Solution

IS-A-TASK is an enterprise legal project management application designed to alleviate project and process bottlenecks, ideal for often highly transactional e-discovery tasks, in terms of their workflow, scope and case needs. IS-A-TASK does this by consolidating what are typically multiple discovery steps, so that project managers can spend more time consulting with their customers, and less time on routine tasks.

The solution offers exceptional value and flexibility with a choice of cloud and on-prem installation, convenient subscription-based pricing, and a mature project management feature set, shaped by Inovitech's embrace of over 12 years of market and client experience.

IS-A-TASK's capabilities include comprehensive capture and tracking of project details, source inventory management – including for chain of custody, and ease of integration with the way legal teams need to work in today's hybrid remote and in-person working world.

The Implementation

Cox elected to roll out the cloud version of IS-A-TASK within its Cox Communications subsidiary. The tool quickly became a “one stop shop” where the Cox eDiscovery team could manage and track all their projects and activities. Case related documents and email communications could also be stored and tracked against tasks. Looking up case histories and generating reports was now much easier and it was even possible to perform year over year comparisons.

The Results

Based on the initial success of IS-A-TASK, Cox made the decision in 2022 to expand its use of IS-A-TASK across all three divisions of Cox Enterprises. This expansion allows Cox to manage all litigation matters within one centralized cloud environment. Some of these activities include managing

subpoena related work for compliance with the Communications Assistance for Law Enforcement Act (CALEA). IS-A-TASK enabled the Cox eDiscovery team to track all of these third-party requests and data intercepts, and then save the information sent and received for each subpoena within the project documents stored in the application. Metrics from these activities further enabled them to justify adding a new resource to the team.

The Future

Inovitech is now collaborating with the Cox eDiscovery team on development of customized dashboards. Because the Cox eDiscovery team, customers and their leaders are each looking for different kinds of metrics, a future version of IS-A-TASK will be able to offer additional dashboard views customizable by each user to highlight what is most valuable to them, based on their role and interests.

About Inovitech

Inovitech is a woman-owned company founded in 2011 by industry veteran and innovator Debra Rozier. The company specializes in building cloud-computing business applications for legal professionals. Its marque platform, IS-A-TASK, is a legal project management application initially launched in 2014 after two years of intensive development. Inovitech recently celebrated its 9th major release of IS-A-TASK in March 2023. The company is headquartered in Washington, DC and serves a mix of corporate, law firm, e-discovery service providers and government clients, including the U.S. Securities and Exchange Commission.

Inovitech’s founder, Rozier, was recently named one of the “30 Most Influential Women in Business” by Insights Success Magazine.



“Our implementation of IS-A-TASK has been a resounding success with measurable impact for both the Cox eDiscovery Team and for our stakeholders across the business. Because of my contributions on this important initiative, I was proud to receive the company’s Synergy Award, an honor Cox reserves for those individuals who achieve excellence in their roles.”

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