



“We evaluated several different eDiscovery solutions and most were very expensive, but Lexbe had all the features we needed, was an excellent fit, and offered at a competitive price. We have been very happy with it.”

Amy Tabor  
Attorney

Caddell & Chapman

### Background

Complex plaintiff-oriented practices necessarily involve heavy investments in contingency cases that frequently have large volumes of documents produced to them from large corporate defendants for review. eDiscovery costs can loom large in such document-intensive cases and limit how many large cases a firm can support.

It's been said: "There is no such thing as a simple class action. Everyone has hidden hazards that can surface without warning." (Managing Class Action Litigation - A Pocket Guide for Judges). Class actions are characterized by large numbers of parties (by definition) and their respective counsel, contentious class certification and related motion practice, large stakes litigation, large numbers of documents and other electronically stored information (ESI) from many parties, complex cross-productions, short-review deadlines, critical expert testimony and Daubert challenges, government intervention, non-party objectors, and more.

The law firm of Caddell & Chapman was founded in 1985 and has been recognized nationally for their landmark victories and recognized as one of the leading class action boutique firms in the country.

The firm's complex plaintiff-oriented practice includes consumer protection class actions, complex commercial litigation, the Fair Credit Reporting Act (FCRA), and whistleblower protection.

### Case Situation

As a relatively small boutique firm of only four attorneys, Caddell & Chapman needed an eDiscovery solution that was affordable and didn't require a heavy technology investment to support.

“We recently led a Fair Credit Reporting Act class action case that required us to review a very large number of credit reports sent to us from the defendant,” said Amy Tabor, attorney at Caddell & Chapman, “We needed a document review system to analyze each of them to determine which cases would fit in our class as a manual review would have required a prohibitive amount of time and resources.”

Contact us at 800.401.7809 x22, or [sales@Lexbe.com](mailto:sales@Lexbe.com) to get a free consultation or demonstration.  
Let us help you manager large document-intensive cases and your eDiscovery needs.

**Result:**

Caddell & Chapman has been able to review extremely large volumes of documents produced to them from corporate defendants quickly, more efficiently, and at a much lower cost using Lexbe's eDiscovery Platform.

**Solution**

Leveraging automation and technology are important for plaintiff-oriented class action firms like Caddell and Chapman. The firm must be 'lean and mean' and 'laser-focused' in its efforts to develop cases for the benefit of the firm's clients.

Speed of review and responsiveness of document review software is also critical. eDiscovery and document review deadlines for depositions and motion practice often require productions, analysis, briefing, and other work to be done in hours, on short notice - not days or weeks. Review software that must be accessed through terminal services or other kludgy interfaces are non-starters.

"Our previous review product had a user interface that was difficult to use and it was difficult to access remotely since we had to use a terminal service making it very slow," said Amy Tabor, "We considered a number of online services, but most were much more expensive and Lexbe had all of the features we needed, and it was cloud-based so it was easy to access from any location using a standard browser."

Another big reason Caddell & Chapman chose Lexbe is that they could reduce their overall costs. "Previously we had in-house equipment and contracted with an outside firm for IT support," said Amy Tabor, "With Lexbe we don't have that extra IT cost and we don't have to worry about servers going down and the security of storing data locally."

Caddell & Chapman attorneys have little patience and tolerance for an overly complex, burdensome, and difficult to use eDiscovery software interface. Attorneys and staff have to be very efficient with their time to be effective.

"With our previous software we found it difficult to do what should have been simple, intuitive tasks. We have needed much less training with Lexbe and we can usually figure it out ourselves," said Amy Tabor, "I really like that."

"We worked closely with the Lexbe Professional Services team to import the documents and develop a search criteria that sped up our search significantly. They saved us a huge amount of time and their team was very helpful," said Amy Tabor.

"The bottom line -- we were able to review documents much more efficiently, we lowered our costs, and we got a great settlement for our clients," Amy Tabor concluded.

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