



Case Study:

Implementing RecQuest and Managed eDiscovery Services for Streamlined Open Records Management at Large Community County College

Company Background:

This large community college district in Texas serves over 100,000 students across eight campuses. As a public institution, the college is subject to various legal and regulatory requirements and generates a vast amount of data. The college faced significant challenges in managing its open records requests and eDiscovery process, including collecting, reviewing, and producing data for legal matters efficiently.

Challenges:

The college faced several challenges in managing its open records requests and eDiscovery process. The college had a decentralized approach to managing data, and employees stored data in multiple M365 applications, including SharePoint, OneDrive, and Teams. The college lacked a unified view of its data, making it challenging to identify relevant data for legal matters and open records requests.

Moreover, the college faced challenges in managing the eDiscovery process. The process was manual and time-consuming, requiring significant resources to collect and review data as well as manage the legal hold process. The college needed a more efficient and cost-effective solution to manage legal matters and open records requests.

Solution:

To address these challenges, the college decided to implement Kindato's RecQuest and Managed eDiscovery Services. RecQuest is a secure platform that streamlines the open records request process, allowing the college to quickly and easily access the information they need. The platform integrates with M365 and Teams for communication and collaboration, enabling the college to manage and track Open Records requests (per Texas guidelines) from anywhere.

Kindato's Managed eDiscovery Services provided the college with a comprehensive solution for managing legal matters in M365. The Kindato team worked closely with the college to define their legal hold policies and implement them in M365, creating a workflow for managing the eDiscovery process through automation.

RecQuest's features, such as automatic data delivery, automatic PDF invoice generation, an appeal process with 3rd parties like the Office of Attorney General, payment handling, roles and permission manager, and communication and document collection in M365 and Teams, made the open records request process more efficient and secure.



Results:

After implementing Kindato's RecQuest and Managed eDiscovery Services, the college realized several benefits. The college was able to manage open records requests and legal matters more efficiently, reducing the time and cost associated with the eDiscovery process.

The RecQuest platform enabled the college to collect, review, and produce data quickly and effectively, improving the college's ability to respond to open records requests and legal matters. The Managed eDiscovery Services provided advanced search and filtering capabilities, enabling the college to identify relevant data quickly and reduce the volume of data for review.

Overall, the college was able to improve its open records request and eDiscovery process, reduce the time and cost associated with legal matters, and respond to legal matters more effectively by implementing Kindato's RecQuest and Managed eDiscovery Services. The college's staff could work more efficiently and securely, knowing that their data was appropriately managed and protected, and that they were in compliance with relevant regulations.