

Litigation support firm provides efficient, accurate and defensible e-discovery services



“ABBYY FineReader Engine is one of the premier OCR products available on the market today. Our clients have come to depend on its superior accuracy and foreign language capabilities, which are critical in our business.”

— Chris Olsson, CEO, Cricket Legal Technologies, Inc.

The Client

Cricket Legal Technologies, a litigation-support products and services provider, offers clients one-stop shopping for all of their e-discovery technology needs. The Cricket Discovery Suite, an e-discovery processing solution, processes electronic documents and prepares them for detailed attorney reviews and document productions. Processing multiple terabytes of e-discovery document collections on a monthly basis, Cricket's product is used both in-house to provide these services to their clients, and is leased to clients who opt to process e-discovery document collections themselves. Serving clients including law firms, corporations and service providers, Cricket's innovative patent-pending processes electronically reduce vast amounts of information into essential, searchable and manageable documents—quickly and efficiently. And ABBYY is a critical part of their clients' litigation support success.

The Process

During litigation, outside counsel firms for the plaintiff(s) and defendant(s) will request documents from each other. Documents are collected and reviewed by attorneys prior to presenting to opposing counsel. The ability to perform textual searches to identify potentially responsive documents is critical. And Cricket helps clients by providing an efficient and thorough review preparation process.

The Cricket Discovery Suite processes email files and electronic documents, extracts attachments from email messages, extracts embedded documents from electronic documents and builds a searchable index with text that is extracted from the native (electronic) files. Optical Character Recognition (OCR) is required to create searchable text for static file types such as TIFF and PDF files. On larger matters, documents requiring OCR can easily reach the hundreds of thousands.



ABBYY Customer: Cricket Legal Technologies, Inc.

Location: Reston, VA

Vertical Market: Litigation Support Services

Product: FineReader® Engine

Solution: Successfully enables the Cricket Discovery Suite, an e-discovery processing solution, to create high quality searchable text.

The Critical Need

Opposing counsel can challenge the process used to determine what documents were produced to them, which could result in possible delays, sanctions or potentially losing the case. Cricket's use of the ABBYY FineReader Engine helps ensure that a client's e-discovery process is beyond reproach. "I recommend performing OCR on non-searchable documents such as TIFFs and PDFs to create text that can be indexed and searched by the attorneys," says Olsson. "This best-practice methodology is a critical component to a completely defensible document review strategy."

The litigation support environment is one of ebbs and flows. When a client needs to process and review high volumes of documents in a short amount of time, they look to Cricket to solve their problem. "Clients often need to process hundreds of gigabytes of electronic documents in a matter of days to facilitate a detailed attorney document review," explains Olsson. "This is why we've designed a product that is extremely robust and accurate. And that's why we chose FineReader Engine as our OCR solution."

The law firms that embrace technology as a means to provide more cost-effective services to their clients will have a competitive advantage.

The ABBYY Solution

Cricket knew that reliable and accurate OCR would be critical to their business. They tried competing products, but since they discovered ABBYY, several features have impressed them:

- Its reputation as a leader in OCR
- Level of OCR accuracy, especially with poor-quality documents over 50 years old
- Format retention
- Auto orientation detection, which enables the correct orientation of graphs and charts
- Flexible OCR settings, which allow varying speeds of document processing
- The advanced capability to process foreign language documents

The Results

In our current economy, corporations are focused more than ever on their legal spend and are demanding more value from their outside counsel. The law firms that embrace technology as a means to provide more cost-effective services to their clients will have a competitive advantage. "Cricket helps them bridge that gap, and ABBYY enables us to do it better, more efficiently and more accurately."

ABBYY USA
880 N. McCarthy Blvd., suite 220
Milpitas, CA 95035, USA
Tel +1 866.463.7689
Fax +1 408.457.9778
sales@abbyyusa.com

www.abbyyusa.com

ABBYY®