

## The Millnet Smart Printing Guide for Dispute Resolution Lawyers

**The Scenario** Your client is the defendant in a dispute which may ultimately lead to a requirement for disclosure. The client has searched emails and certain locations on their servers for documents relating to the matter. They have provided you with a DVD containing these documents for review. The client is cost sensitive and the strength of their case is unknown at this stage.

**The Method** Based on Millnet's long track record of assisting law firm clients who face this scenario, we have established what we consider to be 'best practice' in terms of speed, efficiency and cost-effectiveness of managing electronic documents to suit most disputes.



1. **Consult.** You need to know how your client collected the electronic documents. Ideally you should be consultative in guiding your client to gather potentially relevant documents efficiently from the outset so as to avoid duplication of effort and wasted time.
2. **Consider** the nature and volume of documents you have received. Most law firms don't have the software or expertise to do this properly especially when they receive email 'boxes' (called a 'pst' file for Outlook email or 'nsf' for Lotus Notes). Millnet's Smart Print service includes an initial detailed report. [Click here for an example.](#)
3. Use **filtering and culling techniques** to minimise the number of documents to be printed wherever possible. Key techniques for doing so may include:
  - a. **De-duplication** – although you need to be aware of the pitfalls associated with removing duplicates.
  - b. **Date range filters** – for example, it may be appropriate to only print documents that were created or sent (in relation to emails and attachments) between certain dates.
  - c. **Keywords** – if you have a very large volume of documents or want to identify documents that pertain to specific issues, it may be appropriate to select documents by keyword or phrase searches.
  - d. By **source or folder** – it may be possible to exclude or select documents according to their source or by reference to particular folders.

## Filtering and Culling techniques (contd.)

- e. By **document type**. For example it may be appropriate to exclude picture or technical drawing files.
  - f. By **author(s), recipient(s)** or any combination of other fields of information that can be automatically extracted and analysed as part of the Smart Print service.
4. Consider **capping** selected types of documents or those over a particular page count. It is common for 20% of the documents to comprise 80% or more of the total pages to be printed. This is especially the case for Excel, some pdf and Word documents and PowerPoint files. For the purposes of initial review it is often sufficient to have the first few pages of a document in order to assess whether it is likely to be relevant.
  5. Consider the **order** in which documents are to be printed. Considerable time is wasted by printing documents in the order they appear on a disk and then manually sorting the printed documents into chronological order. Chronological order may be most useful but there are circumstances when it may be useful to print by reference to other criteria such as file type, keyword hits, author etc..
  6. Insert coloured **slip sheets** between documents and print useful information about the document on the slip sheet which will assist with the review process. This information will have been automatically extracted from the electronic file and includes not only information appearing on the face of the document but also potentially very useful information such as the document's file name, creation and last modified date, real author, source location and type. This is what is referred to as '**metadata**'.
  7. **Label** lever arch files in a meaningful manner for the purposes of tracking and / or distributing files between multiple reviewers. For instance, it is always better practice to number files as 1 of x so that you can account for the number and order of the files.
  8. Obtain a **comprehensive report** in Excel format as to what has been printed and what hasn't been printed including documents culled or filtered as agreed and any exceptions (documents that could not be printed).
  9. Where a matter ultimately leads to disclosure of documents that were printed using the above techniques, use the Excel print report as the basis for preparing a **disclosure list**. This will save hours or even days of time manually re-typing information you already have in electronic form.

Millnet's Smart Print service incorporates all the elements of 'best practice' described above. This service has been developed over more than 7 years of providing legal document outsourcing and litigation support services to hundreds of law firms. These techniques and the Smart Print service apply to all lawyers regardless of the size of firm.

The good news is that by using Millnet's experience, law firms can adopt practices which will result in a more efficient and cost effective service to their clients.



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\* Case studies, technical data and further information can be found on the Millnet web site:

[www.millnet.co.uk/smart](http://www.millnet.co.uk/smart)