



## Lexbe Delivers Cost-Effective and Easy-to-Use Multi-firm eDiscovery Solution in Complex Construction Liability Case

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**Angela Caffey, Partner  
Thompson Coe**

*“I have used other eDiscovery platforms in the past and I would use Lexbe again in a heartbeat. Their customer service is great and the platform is much faster and easier to use than other systems. With other solutions, I would have to hit refresh multiple times or even have to reboot to get documents to load, but with Lexbe documents load immediately which means I can be more productive.”*

**Paige Tackett, Associate  
Thompson Coe**

### Background

Insurance defense law firms represent insurance companies and their policyholders in a broad range of legal disputes involving insured claims, including every conceivable type of tort or contract claim (e.g., personal injury, property damage, product liability, and professional liability). Complex insurance defense cases often involve a multiplicity of parties, witnesses, custodians, and large volumes of discoverable documents that typically require an eDiscovery review tool or software to ensure accuracy and consistency. Some cases involve multiple insurance carriers and enough parties to require national or even international coordination of claims and litigation, as well as uniformity and consistency of discovery from multiple firms, parties, and experts.

Substantively, insurance-backed litigation may involve personal injury and tort claims including catastrophic wrongful death and mass tort claims. Commercial cases may involve complicated legal issues including complex coverage matters, claims for punitive damages, and questions of insurance coverage, fraud, and alleged bad faith. Privilege and attorney work product protection, and confidential or attorneys' eyes-only documents often are at issue in these cases. Such documents must be properly identified, logged, and withheld from production, adding human review time and complexity to the case.

As a result, eDiscovery costs often constitute a large percentage of litigation expenses in insurance defense matters. For insurance defense firms, keeping costs under control and within carrier guidelines and approval protocols is key.

### Case Situation

Thompson Coe has one of the largest national insurance litigation and coverage practices in the country. In a recent case, Thompson Coe realized the firm needed a flexible eDiscovery solution for a large construction liability case involving multiple properties and over forty office tenants.

**Leverage the Lexbe eDiscovery Platform (LEP) on your next document-intensive case:**

Contact us at **800.401.7809 x22** or [sales@lexbe.com](mailto:sales@lexbe.com) to get a free consultation or platform demonstration.  
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**Result:**

Leveraging Lexbe eDiscovery Platform (LEP), Thompson Coe was able to efficiently and accurately review large document productions that included complex CAD drawings and spreadsheets, and also to share documents with third party experts at a much lower cost than other eDiscovery solutions.

The suit included five different defense firms, several third parties subpoenaed in the case, and multiple custodians of record. Documents included a multitude of formats including email, plans, and complex computer-assisted design (CAD) drawings from multiple parties. Thompson Coe also needed to coordinate with and meet the case management requirements of the insurance carrier, XL Catlin. XL Catlin required that the eDiscovery management of the cases allow for rapid and cost-efficient sharing of productions between co-defendants.

**Solution**

To effectively manage the case in study, Thompson Coe sought an end-to-end eDiscovery document management tool with advanced search capabilities that could handle complex claims and millions of documents. The firm needed a tool that would be easy to learn and could support a variety of stakeholders, including insurers, insured parties, and co-counsel. Having a solution that insurance company claims counsel approved of and favored was also an important consideration.

Lexbe quickly rose to the top of Thompson Coe’s consideration set for its flexibility and ability to provide a ready-to-engage, turnkey solution for multiple defense firms involved in the case. “Lexbe was willing to create a solution allowing each firm to have their own database of documents but share data and storage costs. The plaintiff would send documents, and Lexbe would upload and share with multiple counsel, but we only paid *one* upload and management fee.” said Angela Caffey, Senior Attorney at Thompson Coe. “Not only was it more efficient for all parties involved, but it was a considerable cost savings for the insurance carrier in the case.”

Ease of use was also an influencing factor in the decision to go with Lexbe. “The software was incredibly helpful in the case, from the beginning to end, starting with clients files, reviewing and tagging documents, managing constant productions from plaintiffs, and supplementing with third party documents,” said Ms. Caffey. “Everything was fast and easy. LEP’s Briefcase feature, which we used to share documents with experts on the case, facilitated documentation and helped us fulfill our obligation to provide documents to opposing counsel.”

Thompson Coe also found Lexbe’s Professional Services team to be extremely helpful. “As a new user, customer service was awesome,” said Ms. Caffey. “The team was always available to answer questions and willing to work out a solution to meet our needs on the spot.”

Lexbe’s cloud-based solution enabling access via any web browser was also critical. “In this case I worked extensively from home,” said Ms. Caffey, “So the ability to access the system remotely was vital and it worked perfectly.”

Find out more about Lexbe eDiscovery software and professional services at [www.lexbe.com](http://www.lexbe.com).



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