Bringing Automation to Redaction

VALORA "ELITE" CHANNEL PARTNER ENABLES THEIR CLIENT TO ACHIEVE MAJOR SAVINGS BY AUTOMATING REDACTION OF 2,500 DOCUMENTS.

Quick: which would you rather do? Redact thousands of pages or have a root canal? Keep in mind that with the root canal, you'll be under sedation…

If you've ever performed or supervised a large-scale redaction effort, you are well aware of the frustrations and costs inherent in this long, expensive and tedious process. Because it is so labor-intensive, redaction is very slow, with people averaging tens of documents per hour, depending on the length and complexity of the sensitive information.

That's why when Valora's Elite Channel Partner, a nationally recognized provider of litigation support services, received a "rush" request from their law firm client to provide labor resources to assist them in redacting 2,500 files for production, they contacted Valora for a better solution.

Valora's Project Manager quickly arranged a demonstration with the client to show them how the AutoRedaction process works. After seeing the demonstration, the client immediately agreed that this was the most cost-effective and efficient way to proceed.

The law firm provided Valora with a database containing the images they planned to produce, and a document containing a description of the type of information to redact from the production set. Since the end client was a large insurance company, the data being produced contained PII (Personal Identification Information) about their customer base. The PII included: policy holder names, policy numbers, SSN's, phone numbers and addresses. Their requirement was to not only redact the PII but to also apply custom text on the redaction block based on what was being redacted. (Ex: "Home Address")

Valora loaded the data into our PowerHouse™ AutoRedaction software and configured the system to identify the PII on each page. PowerHouse automatically applied "black line" redactions, complete with appropriate text overlay for each one. In addition, since the data was being produced as images with searchable text, Valora also updated the client's database with cleaned document text, excluding the redacted content.

The result was attractive profit margins for the "Elite" Partner as well as an extremely satisfied end client! When asked their opinion of the solution, the law firm said they were thrilled that they were able to reduce their labor costs by more than 50%, but more importantly they met the tight deadline with ease and confidence that all PII was eliminated from the final production!

What's Redaction?

Redaction is the manually-intensive process of "blacking out" sensitive information from documents, so that it cannot be read or searched by others. Redaction is frequently performed in litigation matters, where documents with sensitive information are often changing hands between adverse parties.

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