



Using PowerHouse to Manage Email Workflow Across Multiple Organizations & Workflows

A modern approach to case management

Outside counsel for Valora's Fortune 50 multinational consumer products client must store and manage over 25 years' worth of exhibits, depositions, interrogatories and responses, with several thousand more files coming in each business day. Manually managing the growing backfile generated over hundreds of lawsuits was becoming a logistical problem that needed a more automated and efficient solution.

The client turned to Valora Technologies, a long-time trusted vendor of AutoCoding and AutoClassification solutions, to put both its technology smarts and best practices around services provisioning to work.

Valora designed a seamless workflow that integrated natively with the client's incoming and outgoing email stream. Email files are automatically copied to a Valora-only email box¹ with their attachments in tow. Valora's PowerHouse system automatically receives the emails, separately manages the email from its attachments, extracts key rich metadata from both, and provides a workflow routing disposition for each. The entire process takes less than 2 minutes!

As part of this effort, PowerHouse extracts upwards of 18 unique metadata fields, depending on Document Type, Email Sender and other circumstances. The system is currently supporting over 250 distinct document types.

Once processed in PowerHouse, the documents were automatically loaded to the client's Document Management System, supporting the project's requirements that all files be processed, AutoClassified and made available for use in the DMS within 24 hours.

Utilizing PowerHouse as "middleware" between the client's email system and its document management system enabled the client to remove its year and a half backlog within 2 months of operation. From there the system now supports steady-state operations of between 1,000 – 4,000 new emails every day.

¹ A process sometimes known as email "journaling."