

HEXAWARE

Next-Gen eDiscovery Platform for Legal Data and Operations

How Hexaware built a secure on-prem eDiscovery platform to unify legal data, enable AI-powered eDiscovery, and streamline legal operations with workflow modernization.

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

A Legal Technology and Advisory Solutions Firm

The client is a leading global provider of legal technology, advisory services, and managed support solutions. The organization partners with international law firms and enterprises to streamline investigations, document review, and compliance workflows using advanced platforms and secure, defensible processes.



Challenge

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| **Challenge**

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Legacy Platforms and Compliance Risks

The client's existing third-party platforms created critical limitations:

- Public cloud dependency conflicted with client security, confidentiality and sovereignty needs
- Legal data remained fragmented across matters, limiting reuse and intelligence
- Limited integration, required manual workarounds and duplicative effort
- Rigid workflows restricted flexibility for different client and matter needs
- Lack of scalability hindered adoption of AI in legal
- Minimal reuse of work product reduced efficiency and increased costs
- The goal was to move beyond disjointed tools and create an integrated attorney experience platform that seamlessly unifies legal data, workflows, and processes.



Solution

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Hexaware deployed over 100 expert consultants, including legal domain specialists, to deeply understand attorney's workflows and challenges. Then we conducted extensive design thinking workshops involving customer stakeholders, attorneys, and partners to identify pain points and user expectations.

- Leveraged insights from hands-on workshops to architect a unified, adaptable platform experience catering to diverse legal teams. Thus, we built a next-generation on-prem eDiscovery platform that centralizes legal data, enforces client-controlled residency, and modernizes workflows. Some prominent features of the platform include:
 - » Role-based administrative access and permission management.
 - » Centralized dashboards and configurable workflow orchestration.
 - » Early Case Intelligence (ECI) with visual analytics and custodian insights.
 - » Native support for secure on-prem hosting and scalable microservice deployment.
- Delivered in partnership with a responsibility for frontend and backend implementation

- Designed an architecture for modular upgrades so new capabilities (AI, analytics) can be adopted without disruptive migrations.
- We supported the implementation of an AI-powered tool that enables natural-language exploration of data to identify related records, patterns, and anomalies, accelerating initial intelligence gathering and an embedded AI chatbot that delivers contextual, real-time guidance on platform features, navigation, and workflows.

Technology Architecture and Stack

The platform was engineered with a modern, scalable architecture to ensure high performance, security, and adaptability and the technology stack used in the platform included:

- **Frontend:** React.js responsive web application
- **Backend:** .NET Core microservices
- **Orchestration & Hosting:** Kubernetes on an on-prem private cloud
- **Security & Compliance:** Client-controlled data residency and role-based access controls



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Modernizing the eDiscovery Framework

- **All Data in One Place:** Unified scattered information from different matters and platforms at a single place
- **Work Reuse:** Coding decisions, search strategies, and insights from past cases made reusable in new matters.
- **Smarter Searching:** With the AI-powered tool, clients can ask plain questions in natural language and instantly find related documents.
- **Guided Platform Use:** The AI chatbot helps users quickly find answers about the platform's features, making the platform easier to navigate without training.
- **Early Case Intelligence:** Enabled faster and better decisions through dashboards and analytics highlighting risks, trends, and key custodians.
- **Simplified Workflows:** Standardized processes reduced complexity while still giving flexibility to handle unique matter needs.
- **Secure & Compliant:** Ensured compliance with strict client security and sovereignty requirements while keeping data on the organization's on-prem private cloud.

Driving Efficiency, Security, and Cost Savings

- **Cost savings:** Reduction in duplicative processing, review, and manual effort.
- **Platform ROI:** Lower licensing and integration costs compared to fragmented third-party systems.
- **Adoption and client satisfaction:** Improved client experience and measurable efficiency gains.
- **Scalability:** Ability to support increasing matter volumes without exponential cost growth.

Together, these benefits enabled the client to streamline legal operations, strengthen compliance, and realize measurable ROI within months.



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Hexaware supported a global firm in modernizing its legal operations by deploying a next-generation eDiscovery platform that consolidated legal data, integrated AI-driven eDiscovery capabilities, and modernized workflows. Secure on-premises hosting maintained compliance, while a modular architecture enabled scalability and the adoption of advanced analytics.



Secure. Compliant. Future-Ready.

Hexaware empowers enterprises with next-gen eDiscovery platforms that unify legal data, enable workflow automation, and deliver measurable cost savings. Contact us at marketing@hexaware.com to get started.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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