



# Volvo Car Corporation

Volvo deploys Clearwell's end-to-end e-discovery platform to collect, review, and produce documents in response to regulatory inquiry

## CHALLENGES

- Extremely short deadline to respond to regulatory inquiry
- Manual collection processes lacked the speed and defensibility required by the regulator
- Needed to analyze over 485,000 potentially responsive emails and files
- Documents in multiple languages from custodians on two continents

## SOLUTION

- Volvo utilized the Clearwell E-Discovery Platform in combination with their trusted service provider Grant Thornton, to handle identification, collection, processing, analysis, review, and production

## BENEFITS

- Ease of use of application enabled team to begin working quickly under tight deadline
- Rapidly and defensibly collected documents across disparate systems on two continents
- Automated analysis helped Volvo translate documents and find case facts fast
- Allowed Volvo to use a single solution for their entire process, eliminating load files
- Met all requirements from regulator before deadline, avoiding penalties

*"Clearwell and Grant Thornton added a greater level of defensibility to our existing e-disclosure process and enabled my team to complete a larger case in a shorter amount of time than otherwise possible."*

Sigrid Sjöstedt  
Discovery and Liability Manager  
Volvo Car Corporation

## OVERVIEW

Volvo Car Corporation designs, develops, manufactures, and services cars worldwide, and is internationally recognized for its focus on quality and safety. When the Disclosure and Liability team within Volvo was asked to respond to a US regulatory inquiry from the National Highway Traffic Safety Administration (NHTSA) under a tight deadline, they turned to their trusted service provider, Grant Thornton, to assist with the response. The eDisclosure team at Grant Thornton partnered with Clearwell to deliver the ideal solution – Grant Thornton's award-winning eDisclosure services using the Clearwell E-Discovery Platform for each step in the process from identification and collection, to review and final production to the regulator – enabling Volvo to respond quickly and comprehensively.

## CHALLENGES

"Volvo is committed to upholding our reputation for safety, and as part of that commitment we believe it's important to be open and transparent with regulators," Volvo Discovery and Liability Manager Sigrid Sjöstedt said. Recently, Sjöstedt's team had three weeks to respond to an inquiry from the NHTSA involving data from custodians spread across two continents.

Over the past couple of years, there has been a surge in the use and creation of electronic information within the company, most of which is discoverable by regulators. As a global company with operations and customers in over 100 countries, Volvo has exposure to numerous regulatory bodies and needed to streamline their existing manual process to continue to respond to regulators effectively.

With the potential for fines and their reputation on the line, Volvo recognized the timeliness and accuracy of their response was critical. In working with their service provider Grant Thornton, Sjöstedt and her team concluded their manual collection method could be made much more efficient and defensible to meet the requirements of the US regulator.

Sjöstedt also analyzed the resources typically spent searching and reviewing documents and determined that they could expedite the response by leveraging automated search and analysis techniques. To meet their deadline, they sought to leverage these techniques while minimizing the delays and risk of moving data between multiple applications.



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Sigrid Sjöstedt  
Discovery and Liability Manager, Volvo Car Corporation

#### SOLUTION

In a head-to-head comparison with another solution, Volvo and Grant Thornton selected the Clearwell E-Discovery Platform because of its rapid deployment options and ability to complete the entire process – collection, analysis, and review – using a single application. With help from Grant Thornton, Clearwell was installed onsite at Volvo in a few hours and began building a data map for collection the same day.

Sjöstedt and her team worked closely with Grant Thornton to target the collection to data potentially responsive to the inquiry. Clearwell’s forensically sound collection method preserved all document metadata from Microsoft Exchange, Microsoft file servers, desktops, and laptops and also allowed the remote collection of laptop data from key custodians telecommuting because of harsh winter weather.

Once the data from custodians in North America and Sweden was collected, it was immediately available for processing and analysis by Volvo and the Grant Thornton team. Clearwell’s automated analysis tools provided keyword guidance by revealing underlying concepts present in the

case, enabling them to uncover the facts more easily than in the past. Clearwell also provided the ability to logically group non-English language documents together for rapid translation.

Sjöstedt’s team logged in to review and tag this smaller dataset for responsiveness and performed quality checks before producing documents in the PDF format requested by the NHTSA with custom headers and footers. With close cooperation between Volvo, the project management team at Grant Thornton, and Clearwell throughout the process, the production sets were made available for download by Volvo Cars North America and the deadline for submission to the regulator was met.

#### BENEFITS

Using Clearwell’s solutions and Grant Thornton’s services, Volvo was able to provide a comprehensive response to the regulator, avoiding mistakes that could have impacted their reputation and exposed the company to liability. “Clearwell and Grant Thornton added a greater level of defensibility to our existing e-disclosure process and enabled my team to complete a larger case in a shorter amount of time than

otherwise possible,” said Sjöstedt.

Clearwell’s collection capabilities, integrated with the downstream e-discovery process, were a key part of being able to respond quickly to the audit because the team could utilize a single solution for the entire process. “Clearwell’s comprehensive collection capabilities were crucial,” said Sjöstedt, “enabling us [Volvo] to complete a complex collection and have the data immediately available for analysis and review. In such a case spanning two continents, it was critical to use a single application from beginning to end.”

Sjöstedt and her team were also impressed by the ease of use of the solution, which enabled them to begin working quickly with minimal training to meet the tight deadline. Utilizing Clearwell’s automated analysis capabilities, they were able to significantly reduce the amount of irrelevant data before analysis, and gain deeper insights into the data to rapidly identify the small percentage of documents that were responsive to the regulatory inquiry.

To learn how Clearwell and Grant Thornton can deliver value to your organization, contact an e-discovery expert at: [info@clearwellsystems.com](mailto:info@clearwellsystems.com), or call us at: **877.727.9909**.



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