



SWIFT TRANSPORTATION CUSTOMER PROFILE

INDUSTRY Transportation

LOCATION Phoenix, AZ

EMPLOYEES 17,700

FOUNDED 1966

Bringing Value and Efficiency to the Entire Company



Swift used e-discovery technology to streamline their processes and create efficiencies in the way they managed employee movements and legal holds, which in turn brought value to the company as a whole.

Bringing Value to the Organization

Rachel Monti, Vice President of Legal Administration & Loss Prevention at Swift, says that their Legal Department's philosophy is to constantly look for ways to improve efficiency in order to bring value to the organization. Like any large corporation, effectively and efficiently managing the large volumes of data while staying compliant with the *Federal Rules of Civil Procedure* can be a challenge. Advancing technology is fantastic for the growth of your business, but when it comes to data preservation, it can be difficult to keep up with that expansion.

Manual vs. Automated Processes

For managing employee movements and legal holds, they were using manual processes and tools, which was limiting when it came to efficiency, but at the same time gave the flexibility needed to assess each matter on a case-by-case basis, and allowed managing attorneys to figure out the best approach for each unique situation.

As a corporate legal department, Rachel and her team sought to help the business advance its goals, but found their efforts diluted with every manual task or sub-optimized process they maintained. With that in mind, their mission was to introduce legal technology to help automate and streamline internal department processes to better serve the company and spend the efforts of their valued personnel in ways that are critical to their business partners.

ABOUT SWIFT

Swift Transportation Company ('Swift') is based in Phoenix, Arizona, and operates a tractor fleet of approximately 18,000 units driven by company and owner-operator drivers. The company operates more than 40 major terminals positioned near major freight centers and traffic lanes in the United States and Mexico. Swift offers customers the opportunity for "one-stop shopping" for their truckload transportation needs through a broad spectrum of services and equipment.

Swift's extensive suite of services includes general, dedicated and cross-border U.S./Mexico/Canada service, temperature-controlled, flatbed, and specialized trailers, in addition to rail intermodal and non-asset based freight brokerage and logistics management services, making it an attractive choice for a broad array of customers.

The Search for the Right Solution

A new General Counsel the year before brought his personal philosophy of managing a legal department corporately, as a member of the business rather than a separate entity. And just like other areas of the business, he felt the team should constantly be looking for ways to bring value to the organization. From the beginning, it was obvious that one of the things needed from a productivity, efficiency, and value perspective was to streamline processes and put a high priority on implementing technology.

After this priority was set, the Swift team started researching the various providers in the legal technology space, as well as more informally surveying other legal technology users and peers, to help narrow the field. They were looking for a solution that offered security, ease of use, the ability to integrate with other platforms, quality reporting, and affordability.

Finally, they invited providers in to do demos with the group, allowing the team members to have hands-on understanding of each option. Rachel Monti adds, "I think that there are wonderful solutions out there, but your people have to be able to use them effectively, or it doesn't do a lot of good."

The Future of E-Discovery and Legal Operations at Swift

"As technology keeps expanding and advancing, it makes your business fantastic, and yet, from the

data preservation side, it creates a moving target," said Monti. "Now with Exterro Legal Hold, Swift effectively and efficiently manages their legal hold process while navigating the myriad of discovery obligations at the state and federal levels."

Along with the legal hold solution, Swift also reduces the risk of spoliation due to employee transfers and terminations in their workforce with Exterro Employee Change Monitor. "With our past manual process, it was extremely difficult, if not impossible, to manage employee movement in a company this large with such a dynamic and fast moving workforce," said Monti. "The addition of Exterro's Employee Change Monitor fundamentally changes a lot of the way the work occurs on our legal team and helps automate a number of our compliance activities."

She continues, "Exterro's E-Discovery Platform streamlines and improves processes so that our team's attorneys are freed up to actually do work within their field rather than the managerial tasks they were having to do manually before. I think we have fundamentally changed the way our work occurs." By utilizing the flexibility of Exterro's platform, Monti and her team are able to "learn what works and what we need to adjust - maybe within the system or maybe with processes outside of the system—creating better transparency in all that we do within the team, ultimately allowing us to be better partners with the people that we support."

"Our Legal Department's philosophy is that we should constantly be looking for ways to improve our efficiencies in order to bring value to the organization. It has become obvious that to better serve the company, we need to introduce legal technology like the Exterro platform."

Rachel Monti
Vice President of Legal Administration & Loss Prevention
Swift