



Subpoena Response Challenges & Solutions

Many companies are looking for a tool to better organize, manage, and deliver responses to subpoenas or other legal information requests—all while collecting reasonable fees for the time and expense of responding. Safari is a comprehensive online solution specifically designed to meet those needs.

CHALLENGE

SAFARI SOLUTION

Inefficient response processing using spreadsheets, templates, paper, emails, or home-grown/generic software products not designed for legal information requests

A purpose-built system specifically designed for process teams to manage request intake, file & data processing, response delivery, and cost recovery

Difficulty recovering costs because there is no effective process to pre-configure rates, generate invoices, or collect payments

Automated invoice generation with pre-configured amounts that issuers must pay online before downloading response files

No efficient way to deliver responses because existing options are burdensome and time consuming (printouts), expensive (express mail), or insecure (email/drives)

A secure online delivery portal integrated into the system, with encrypted file transfer, access tracking, unlimited file size, and two-factor notification to authenticate recipients

Compliance omissions and errors because there is no systematic way to track key dates, satisfy the myriad compliance requirements, deal with exceptions, or route response issues for additional review

Repeatable and consistent processes enforced by checklists, notifications, a library of procedures/best practices, and workflows that are easy to train on and enforce across all request types

Lack of law dept collaboration or access making it difficult to involve legal when needed, or protect access to sensitive information (without creating manual procedures that are difficult to enforce)

A system that is easily shared with legal through a built-in review workflow that includes comments, an audit history of actions taken, and permissions to limit access to sensitive requests

Deficient audit review and reporting because processes and data collection is not systematically enforced, activity is not tracked automatically, and reporting is ad hoc from sparse data using poor tools

A robust data set and reporting engine that pulls from systematically collected information (enforced by required fields), so you can easily prepare reports for an audit and dashboards for management review