

Customer Case Study

eClaris eDiscovery Consultants



Highlights

Company

eClaris, Inc.
eDiscovery Consultants

Industry / Market

Expert processing and review of electronically stored data.

Product / Application

eClaris provided discovery services for 500 terabytes of tape data to ensure compliance with court mandates.

Key Business Issues

- Leading law firm was under pressure to comply with discovery for an SEC investigation.
- The number of tapes and the tight schedule made traditional restoration an invalid option.
- Flexible search and review of results was required.

Results

- eClaris employed Index Engines technology for tape discovery.
- High-speed tape discovery quickly processed through mountains of tape data.
- Client was impressed with the fast delivery and flexible search interface.

“ Direct tape indexing allowed eClaris to process and review over 500 terabytes of tape data in 47 days. Without Index Engines technology this project would have been insurmountable. ”

- JACQUES NACK NGUE
FOUNDER & PRESIDENT, eCLARIS

Leading law firm seeks eDiscovery experts for critical project.

Faced with a court mandated discovery schedule around a high-profile SEC investigation, a leading law firm reached out to eClaris. Well known in the eDiscovery industry for expertise handling large and complex projects, eClaris began to plan for the challenging discovery this law firm was facing. The electronically stored information that was ordered discoverable was contained on 1200 tapes from five years of data backed up using Symantec Backup Exec. The court had allocated 60 days for the discovery of this tape content.

Direct tape indexing for huge amounts of data in tight time line.

eClaris received the tapes, and while maintaining chain of custody, spent 10 days sorting and labeling 450 LTO-1 and 750 LTO-3 tapes to prepare for the actual electronic discovery. eClaris implemented proprietary bar code software to automatically sort the tape groups by data-set which streamlined the tape organization process. Once the tapes were in coherent order, eClaris employed Index Engines technology to perform automated tape cataloging and indexing.

The automatic tape cataloging was executed in 14 days, during which it was discovered that the tape set housed 517 terabytes of data from a combination of hosts including an Exchange email server, a network storage system and an Oracle database. Direct indexing and searching of the 1200 tapes was executed over the next 33 days. During the indexing, 2.2 billion electronic records were processed, deduped and deNISTed. All 1200 tapes were indexed and searched using queries developed by the law firm. Rich Boolean, regular expression and metadata queries were used to cull the data down to the relevant subset. This relevant content was extracted via a direct connection between the tape library and an Index Engines appliance. Restoration of the tapes using the original backup software was not required.

Why restoration wouldn't work.

eClaris adopted Index Engines tape discovery technology in 2008. Before then, to access backup data for eDiscovery, eClaris had to recreate the client's backup environment and restore the entire backup set. Only after the full content in question was restored could the true search and discovery begin. The old restoration process was much more time consuming, since experts in

Implementation

- eClaris employed five Index Engines appliances for this project.
- 1200 tapes; 450 LTO-1 and 750 LTO-3 tapes required processing.
- Tapes contained a combined 517 TB of data consisting of compressed email and unstructured files in Symantec Backup Exec format.
- Index Engines supported the index of 2.2 billion electronic records, including email and various types of unstructured files.
- Cataloging and indexing of 1200 tapes was completed in 47 days.
- 75% of the process was automated vs. manual restore process used in the past.
- Relevant data was produced on time and in a format allowing flexible search.

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all backup software types were needed, as opposed to multi-purpose discovery technicians to load tapes for direct indexing. eClaris has found that Index Engines direct indexing technology automates approximately 75% of the tape discovery process, and since it runs ~24 hrs/day, is much more time and cost effective. Using restoration, a discovery job of 1200 tapes containing +500 TB of data would never have been completed within the court appointed time line and the cost would have been exorbitant.

Expert services and patented technology exceed client needs.

In a situation that combined both tight time lines and large amounts of data, eClaris and Index Engines demonstrated industry leading eDiscovery. eClaris saw that the eDiscovery market landscape was expanding to encompass more complex and larger jobs, and as a result they implemented Index Engines technology. This preparedness enabled them to handle this massive discovery project on time. Both the law firm and their client were impressed by the timeliness of the results delivery and the flexibility of the search and reporting capabilities. Without Index Engines direct tape indexing technology, eClaris would not have been able to achieve these results.

About eClaris

eClaris is a dynamic eDiscovery consultancy and service provider dedicated to helping law firms and corporations classify, process and review electronic data. eClaris combines superior legal consultative expertise with the latest in scalable technology to provide clients with cost effective, accurate and accessible data in a timely fashion. For more information, visit www.eclaris.com.

About Index Engines Tape Discovery

Index Engines provides direct indexing of tape data without the need to restore data for processing. Index Engines patented software allows the search and extraction of data without requiring the original backup software. Gaining access to specific emails and unstructured files locked away on backup tape is now easy. Index Engines architecture understands proprietary backup formats and automates the catalog, index, search and extraction process of retrieving data contained on tapes. As compared to costly and time consuming traditional tape restoration methods, Index Engines eliminates the burden of full tape restore. This approach flips the data discovery process from Restore Everything then Discover to Discover then Restore Relevant Data. This methodology reduces the time and cost associated with access to backup tape data by +80%. Index Engines technology is available for direct purchase or through our network of Litigation-Ready® service partners. Visit the Index Engines website for complete information www.indexengines.com.