

Saving Millions – Electronic Discovery and Digital Forensics Done Right with iDiscovery Solutions, SharePoint & SPListX

Customer:

iDiscovery Solutions

<http://idiscoversolutions.com/>**Client Industry:**

Professional Services

Products Used:Vyapin's SPListX for SharePoint
www.vyapin.comMicrosoft SharePoint 2013:
<http://office.microsoft.com/sharepoint>

When millions of dollars are on the line, clients call iDiscovery Solutions (iDS) for their expertise in electronic discovery and digital forensics. When iDS needs to unlock and evaluate critical data in SharePoint, they call the experts at Vyapin for fast and efficient tools to get the job done.

About the Client

iDiscovery Solutions is an award-winning, legal technology expert services firm. Founded in Washington, DC in 2008 by industry veterans with more than 50 years of litigation and consulting experience combined, iDS provides expertise in the areas of electronic discovery, digital forensics, information governance and enterprise applications. Working side-by-side with a client's IT department and in-house and outside legal counsel, iDS collects and analyzes data, develops proactive process improvements, testifies on technology issues and creates cutting-edge strategies for both legal and corporate clients.

The Business Challenge

A large federal government supplier was dealing with a contract dispute involving a security issue. The client was up against a tight deadline to respond to the government to avoid being found non-compliant. Stiff financial penalties and risk to the company's reputation were at stake. James Whitehead, Managing Consultant with iDS' Washington, DC practice, was engaged to help with eDiscovery. James faced many challenges, including dealing with unstructured data files, pinpointing desired documents across multiple sites and completing everything within tight time constraints.

The Unstructured Structure Of SharePoint

Typically in eDiscovery, the discussion centers on structured and unstructured data locations. James determined that the client had documents stored in a SharePoint environment, which poses unique challenges. SharePoint is a structured database supporting the storage of unstructured files. This makes collecting the right data in SharePoint for eDiscovery cases difficult. The data must first be preserved as the

CASE STUDY

Challenge: To search, target, collect and properly document relevant data from a large SharePoint environment for a legal review.

SPListX for SharePoint is a powerful application to export document/picture library contents and associated metadata and list items, including associated file attachments, to the Windows File System. Export SharePoint libraries, folders, documents, list items, version histories, metadata and permissions to the desired destination location in the Windows File System.

“When our clients are facing a government issue or litigation, they need to move quickly. Clients can't afford downtime or lack of trust in a tool or a tool provider. That has never been an issue with Vyapin.”

-James Whitehead
Managing Consultant

iDiscovery Solutions

initial step in the EDRM (Electronic Discovery Reference Model), then loaded into a tool for review outside of SharePoint. Throughout the process, it is critical to maintain metadata for individual files as well as the database records for those files within SharePoint.

For this case, client documents needed to be searched, identified and extracted from two large SharePoint implementations located in different sites. Without the proper tools, extracting relevant documents from volumes of data would be like finding a needle in a haystack.

Looming Deadlines

iDS' client needed to come up with the right information to support its case quickly. Depending on the data collection method, personnel would require specific security clearances, which take time to obtain. With large volumes of data to sort through and big dollars on the line, the pressure and stress could easily escalate.

The real issue facing iDS was how to search, target, collect and properly document for legal review the relevant data from within the large SharePoint environment.

Solution: Vyapin's SPListX for SharePoint

Having had previous experience with Vyapin and SPListX, James knew it was the best product to help his client. He introduced the tool to the rest of the iDS team. SPListX was ideal for this challenging scenario from start to finish, as it assisted with upfront decision-making, took little time to deploy and provided the accurate, detailed reports the team needed.

Upfront Decision Making

It can be difficult for clients to understand how much information resides in their SharePoint environments and how best to collect it. According to James, “SPListX delivers big value through the ability to both verify the contents of a site prior to executing a collection and collect database metadata and documents in a single pass.” Thanks in part to the clear and concise reporting capabilities of SPListX, iDS was able to quickly quantify how best to target the work before the client spent unnecessary time and money.

“SPListX is remarkably flexible and lightweight for the power it wields.

Vyapin provides exceptional customer service and timely software updates. It’s a very good relationship and a differentiator for us with our clients.”

- James Whitehead

Time Savings

SPListX was easily deployed on the client’s network, where their secure SharePoint environment resides. Thanks to its ability to collect via the Internet, Vyapin’s software saved having to obtain personnel security clearances that would have been required with other collection methods. Once deployed, SPListX worked exactly as expected and greatly sped up the collection process.

Boosting Confidence with Robust and Accurate Reporting

For iDS’ client, the case depended on accurately reporting content, documents, metadata and the associated electronic trails. In the absence of the robust reporting capability offered by SPListX, iDS would have had to write a custom solution—an approach that would have taken much more time, cost additional money and posed a risk to accuracy.

SPListX provided iDS the ability to confidently and securely migrate SharePoint sites without having to create custom reporting. The tool created a log file validating that files and database records were copied as expected. The log file provided all the necessary details, including the location of the files in the source and destination repositories. “The one-to-one relationship in the reporting was a very important feature. Without it, we would have had to recreate it,” said James.

Reliability was another key feature of SPListX. Running the tool multiple times returned consistent, defensible results—something that is not always the case with other tools and methods.

When asked about why iDS chose Vyapin’s tool, James pointed to the product’s critical features for eDiscovery. According to James, “SPListX gives us the ability to effectively gather SharePoint information and the power to manage structured data in a database without losing anything in the collection process. SPListX also allows for bifurcation of individual emails, word documents and other files that a lawyer would be interested in and pushes those forward to review.”

Benefits

With iDS' expert assistance, the client was able to respond within the government timelines. In reaching the desired outcome, iDS and the client realized benefits including speedy data collection that cut time and costs, the surfacing of only relevant documents for legal review and the SharePoint expertise that Vyapin brought to the team.

Fast Data Collection Cut Time and Costs

Using SPListX, iDS completed the collection in far less time than would have been the case with different methods and tools. This saved the client resources and money.

“We originally set the client’s expectation that it would take a week to collect the data for legal review. With SPListX, we finished the collection over a weekend,” commented Whitehead.

Reduced Legal Review Requirements

Because SPListX could isolate the SharePoint data, it became clear that only 3-7% of the total SharePoint content was relevant for the client’s case. That reduced the legal review time and associated costs by 93-97%.

Depth of Knowledge and Expertise

Not only did the staff at Vyapin provide fast and responsive support, they provided a wealth of knowledge on SharePoint and offered suggestions for improvements. Vyapin’s expansive SharePoint expertise also came in handy when iDS ran into old SharePoint fields and changes from previous versions that were difficult to reconcile.

The skills and capabilities that iDS acquired with SPListX not only resulted in a satisfied client for this case, but also helped iDS uncover new business opportunities for the firm.

Conclusion

iDiscovery Solutions’ Washington, DC office has adopted SPListX as a must-have tool in its consultants’ toolkits. With eDiscovery experts trained and ready to use SPListX to conquer tough data extraction problems under equally tough time limits, iDS looks forward to growing its business as it drives positive outcomes for many more clients.