

SERVICE OVERVIEW

OpenText ESI Collection Services

Expert support for fast and effective collections requirements



End-to-end
collection services



Defensible
processes



Rapid global
deployment



Managed by
experts

In any legal matter, the first—and often the most crucial—step is to identify and collect the data that will later be used to tell the story. But key electronically stored information (ESI) is spread over a variety of sources, from workstations to email servers, content management platforms and cloud repositories—often taxing internal resources, exceeding budgets and leading to risk of over-collection (leading to more downstream review costs) or under-collection (risk of missing critical potential evidence).

The OpenText electronically stored data collection services team, experienced and certified in industry-leading collection technologies and processes, balances risk and cost with defensible data collection. The OpenText ESI Collection Services team effectively partners with the organisation's that they serve to employ the right tools to complete collections projects quickly, accurately and defensibly while helping organisations avoid unseen pitfalls such as balancing legally-driven data collection requirements with data privacy laws.

End-to-end collection services

From scoping and physically connecting devices through processing for review and analysis, OpenText will handle the project under your guidance. As part of embracing end-to-end collection requirements, OpenText helps guide clients on how to define the custodians related to a matter and uncover where their data resides. Missing a key custodian or data source can leave holes in finding critical communications between custodians, a key financial tracking spreadsheet, a CAD diagram that shows a clear deficiency in the design of a product and other gaps that omit critical data essential to a case. These are just select examples of the myriad types of critical data that can be overlooked.

Defensible processes

Full audit trails and comprehensive chain-of-custody for every project provide complete accountability to defensibly track, store and archive electronically stored evidence. Industry standards are well established for both tools and processes. Keeping within the guardrails of industry standards deflects concerns about altered metadata, broken chain of custody, and poorly targeted collections.

Unlike standard IT software utilities like robocopy and rsync, dedicated forensic tools are designed from the ground up to perform collections in a defensible manner, without making any changes to the document content or metadata during the collection. These tools are subject to extensive testing and peer-review within the industry, and in many cases have been used and approved during criminal and civil cases in numerous jurisdictions.

OpenText will also assist in keeping record of why particular custodians and specific data was and was not included as a key element of defensibility to streamline the ability to satisfy questions from opposing council.

Rapid global deployment

Fast turnaround and highly scalable services, whether remote or on-site—and with no interruption to employees—means earlier insight into data for competitive advantage. This includes deploying forensic collection tools to collect data expansively without infringing on personal data and adapting connection mechanisms when data is not accessible via corporate VPNs. It is also common for collections experts to conduct a collection of the same system using multiple tools. This process is known as dual-tool verification and is a method of further verifying that the captured content is complete and correct.

Managed by experts

OpenText employs expert EnCE-certified collection specialists with industry gold standard technology to collect evidence defensibly.

Conducting proportional and defensible data collection is rife with pitfalls, from being able to access remote devices, understanding the limitations of running searches on live systems using inadequate tooling, through to simply being experienced at mapping common data sources against lists of custodians. OpenText collection experts quickly align the right tools to the various requirements and are available to support one-off requirements or periodic projects as needed.

➔ Modern Data Collection:
New Imperatives and
Critical Requirements

💬 Yesterday's collection
woes need not be today's
(or tomorrow's) problem

💬 The seven critical
requirements for modern
data collection

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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