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OpenText eDiscovery & Investigations Services

OpenText eDiscovery & Investigations Services help corporations, government organizations and law firms globally to master the demands of complex litigation, investigations, and regulatory matters.

Manage discovery with confidence with OpenText technology, support, and expertise at your side

Gain unprecedented reduction in spend on investigations and eDiscovery

Lower risk by identifying, securing, and protecting sensitive data at every stage

Maximize efficiency with early insight into data – to meet even the most demanding timelines.

The challenges inherent in today's often fast-paced litigation and investigations are exacerbated by the complexity, variety, and volume of electronically stored information (ESI). Additional challenges include a heightened regulatory environment, new data privacy mandates, cybersecurity threats, and overstretched resources. OpenText offers flexible and highly scalable start-to-finish expertise and support to help eDiscovery, and investigations teams manage complex, time sensitive matters with maximum cost savings, risk mitigation and efficiency.

OpenText eDiscovery & Investigations Services professionals bring decades of practical experience and deep technical knowledge which enables them to strategically apply technology to deliver efficient, defensible, and cost-effective results, beginning to end. There is no need to engage multiple service providers or move data from system to system—OpenText manages it all to support your eDiscovery or investigation project—including the technology.

Manage discovery with confidence

Whether you need advice and assistance with data identification and collection, deep forensic analysis, consultative support from industry experts, an investigation strike team to rapidly uncover and report on the key facts, or a managed document review, OpenText provides an experienced team and advanced technology for an effective and efficient eDiscovery or investigation project.

By engaging one trusted start-to-finish eDiscovery and investigations partner, you eliminate the inefficiencies, costs and risks associated with engaging multiple service providers.

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Gain unprecedented reduction in investigation and eDiscovery spend

Integrated teams of OpenText professionals, comprising technologists, software developers, data scientists, digital forensic experts, investigators, and eDiscovery specialists with decades of industry experience, strategically evaluate and implement the right technology and processes to achieve optimal results no matter the circumstances. The result is unprecedented reduction in expense as the team works seamlessly to drive efficiencies and decrease costs across the full spectrum of the electronic data reference model (EDRM)

Lower risk

Most investigations and eDiscovery projects involve privileged, personally identifiable, and highly sensitive data. OpenText protects sensitive data start-to-finish. Data remains protected in highly secure data centers and is managed by a single team that employs the highest level of security at the infrastructure, application, and user levels. At every stage advanced process and stringent quality control (QC) are employed to secure data, protect against coding errors, and deliver highly accurate results.

Maximize efficiency

When hit with an information or production request related to a litigation, compliance, or internal investigation, organizations and their counsel often need to rapidly find the documentary evidence to accurately assess case strengths and liabilities, answer critical questions, and make strategic decisions fast.

OpenText can help you maximize efficiency and meet even the most demanding timelines with proprietary technology, features and automation designed to accurately pinpoint the relevant information while identifying and protecting sensitive information. When you need to augment your existing team to meet deadlines, OpenText can optimize technology and workflow and speed time to results with expertly managed review and investigative support.

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OpenText is the trusted partner for law firms and organizations worldwide, including fifteen of the world's twenty largest law firms, boutique firms and a majority of the world's largest tech companies. OpenText offers depth and breadth of tech-enabled services and expertise from a single provider. Unlike service providers using third-party technology, OpenText has a deep understanding and a wealth of experience in leveraging proprietary technology to rapidly deliver the best possible results and maximize cost savings.

OpenText Investigations & eDiscovery Services

OpenText provides advanced technology and supporting services for every aspect of the eDiscovery and investigations workflow.

Advisory Services

General eDiscovery

OpenText can advise on every aspect of the workflow across the EDRM spectrum, for both investigation and litigation-related matters. The team can assist clients in planning for and undertaking the identification, preservation, collection, analysis, classification, review, and production of ESI in most any context.

Meet and Confer Support

Our experts can assist with every aspect of the meet and confer process, including developing, evaluating and participating in the negotiation of comprehensive ESI protocols, with particular emphasis on TAR.

Expert Witness Services

Our experts can provide expert witness services surrounding the eDiscovery process, with particular emphasis on technology-assisted review (TAR). Substantive expertise includes, search term culling, and advising on the most efficient TAR review approach based on the particular matter for the most expeditious and cost-effective review. The scope of expert analysis also includes the evaluation of the sufficiency and proportionality of the processes used by opposing counsel including comparison to best practices, and assessment of the efficiency and efficacy of the overall eDiscovery workflow and the implications for the various parties.

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Recon Investigations Service

Recon Investigations

Recon Investigations service is a fully managed investigations service that helps counsel and their clients rapidly refine the universe of potentially relevant ESI and unearth documents that will answer critical questions associated with an internal, compliance or regulatory/government investigation in a fraction of the time and cost of traditional eDiscovery review—often just three weeks or less for an investigation. Pertinent findings are delivered in a detailed Recon Intelligence Report that provides key facts to enable legal counsel to quickly formulate case strategy.

Recon Data Assessment

The Recon team uses investigative techniques to craft a scalpel-precision integrated programmatic and professional services solution to any data-driven ESI assessment (e.g., early data assessment, defensible deletion). Leveraging analytics, the team identifies pertinent patterns and implements workflows that facilitate quick, reliable data segregation, analysis, and disposition.

Digital Forensics Services

ESI Collections

Certified forensic specialists with gold standard forensic technology will advise on best practices and help collect evidence defensibly from virtually any media, including desktops, laptops, tablets, collaboration platforms, mobile devices, and social media platforms. Collection can occur onsite, remotely or at OpenText offices.

Consulting

The Digital Forensics team provides full spectrum consulting services and best practices, covering identification and forensic collection. Services include:

- the identification and analysis of forensic artifacts;

- identification and recovery of deleted material;

- extraction of internet browser history or recently accessed files and folders;

- identification of files that may have been fabricated or manipulated;

- investigation of exfiltration of trade secrets or other intellectual property;

- open-source intelligence (OSINT) investigation; and,

- guidance in the development, execution, and maintenance of custodian questionnaires.

Expert Witness Services

The team provides expert witness services from industry recognized experts with access to leading tools and methodologies and will provide assessment and testimony concerning every aspect of forensic collection and analysis.

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Breach Response Analysis & Reporting

OpenText's dedicated breach response analysis and reporting team combines workflow processes, AI technology and review expertise to expedite the isolation, analysis, and itemization of data in response to security breach and cyberattack incidents.

Managed Document Review

Standard Review

The Managed Document Review team leverages OpenText eDiscovery review technology, including TAR, to support and augment litigation, investigations, and compliance matters. Multi-language review also is available.

High-Efficiency Managed Review

Given a sample of the review collection, the Managed Review team will provide an estimate of the market cost for a full review for production, as well as a flat fee proposal for implementing a full-service review combining proprietary TAR based on continuous active (machine) learning, highly trained and technically adept attorney reviewers and machine learning experts to ensure an efficient and cost-effective review meeting production objectives.

Flat Fee Managed Review

Given certain metrics and reasonable assumptions concerning the characteristics of a collection, the Managed Review team will conduct a high efficiency managed review for a flat fee without a sample of the collection, subject to reassessment if the assumptions prove to be substantially inaccurate.

Recon Analytics Investigative Review (RAIR)

OpenText Recon and Managed Document Review teams combine to review documents using the RAIR review protocol that uses investigative techniques to quickly find groups of documents with similar characteristics that are amenable to bulk coding. The process is validated by continuous QC sampling and assessment, leading to production. An innovative approach, RAIR can be used together with, or in place of, Managed Document Review. When used in conjunction with a Managed Document Review, RAIR not only surfaces the key documents faster—it further optimizes the speed and efficiency of the review process.

Technology-Assisted Review Consulting

The team is intimately familiar with the use and operation of OpenText TAR protocols and will provide advice and expertise in optimizing use of the particular TAR tool for the most efficient workflow for the project, along with measurement and evaluation.

Portable Discovery for Data Privacy and Security

Our experts deploy a full featured eDiscovery appliance on-premises for projects in which sensitive data needs to stay onsite due to data privacy rules or to protect from external security threats.

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OnDemand eDiscovery Review Platform Access and Support

Axcelerate

As one of two available cloud based OnDemand eDiscovery platforms, Axcelerate—a complete ECA and review platform—offers the latest in machine learning and analytics to help legal teams significantly cut down on the volume documents warranting eyes on review and find the facts. It offers proprietary advanced analytics, technology-assisted review based on continuous machine learning, predictive filtering, concept search, phrase analysis, smart filters, automated redactions and reporting.

Insight

The Insight eDiscovery platform helps clients speed through the review of increasingly voluminous data sets subject to litigation, investigations and regulatory compliance production obligations. The Predict continuous active learning module leverages the latest in technology-assisted review and workflow automation, eliminating the need to look at every document and accelerating review, case analysis and strategy. Services may also include set-up, processing, hosting, production, archiving, search, deactivation and deletion.

For both platforms, ongoing project management ensures that the project is on track and provides a single point of contact to ensure that deliverables are met. Services may also include set-up, processing, hosting, production, archiving, search, deactivation and deletion.

OpenText™ Legal Hold cloud-based platform support

When a legal hold and preservation system is needed for a client, OpenText guides clients through site provisioning, configuration, training, and coordination of implementation services. The Digital Forensics Analysis and Consulting teams complement Legal Hold with guidance on scope and execution.

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**.

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