

SOLUTION OVERVIEW

OpenText™ Breach Response Analysis & Reporting Service

Discover and detail the data that was compromised, and who was affected, with post-breach analysis and reporting



Mitigate risk by quickly identifying breached data



Handle all forms of sensitive data



Fuel efficiency through iterative reporting

Despite ongoing advancements in security architectures and malware detection, data breaches remain one of the most prolific and costly threats to organizations. There were over 1,100 major data breaches in the U.S. in 2020¹ alone with an average cost to remediate these incidents of \$3.86 million per breach.² Additionally, \$198 million in fines have already been levied under the GDPR specifically related to failing to comply with data breach notification requirements.³

To meet stringent notification timelines, contain costs, minimize business disruption and maintain customer confidence after breaches have occurred, organizations need to discover and detail the data that was exposed and the specific people to whom that the data relates.

OpenText™ Breach Response Analysis & Reporting is an end-to-end breach response service that interrogates and reviews document collections to uncover what data was breached, who the data relates to and report the findings for notification and remediation. The Breach Response Analysis & Reporting services leverages investigations experts, process and technology to rapidly uncover the facts.

¹ Identity Theft Resource Center

² Ponemon Institute

³ GDPR Fine Tracker

OpenText experts bring deep experience in data discovery and investigation processes and leverage the best set of technology for the particular response. These include data connectors, intelligent capture, automated pattern detection, custom RegEx, text analytics, automated entity identification and machine learning technologies within the OpenText Axcelerate and Insight eDiscovery platforms, among other technologies.

Mitigate risk by quickly identifying breached data

Organizations must respond quickly to fulfill breach notification requirements, and, importantly, mitigate escalating impacts to share value, reputation and customer confidence and to fulfill breach notification requirements. Regulators must be informed of the existence of a breach within 72 hours and affected individuals must be notified with the details of what data was breached without undue delay. The Breach Response Analysis & Reporting Service is designed for fast response and quick execution, usually within weeks.

Handle all forms of sensitive data

Breached sensitive data comes in many forms, including personally identifiable information (PII), payment card industry (PCI), personal health information (PHI) and confidential business information (CBI). The mix of data types varies by breach, each with their own patterns and identifiers.

OpenText investigators have deep experience in both pattern-based sensitive data and more free-form types of data in PHI and CBI, so that the full impact to organizations can be assessed.

PII, PCI and PHI are often the primary focus of breach investigations, in which the OpenText team quickly applies advanced pre-configured and customizable RegEx tools and investigation skills to identify breached data. The team also handles the challenge of lack of standardization in PHI terms and variance between state and country in PII patterns.

The diversity in types of sensitive data is intensified by the fact that breached data is typically dispersed across diverse systems and housed within a wide variety of data and document formats. The OpenText team is expert at finding relevant data within diverse formats in which data identifiers are often obscure or have multiple variants. The team is also adept at assessing and extracting potentially tens of thousands of relevant data points from within individual documents, whether there is consistent structure to the data or not.

A large number of breach investigations also contain confidential business information. OpenText leverages its data interrogation expertise combined with analytics and machine learning capabilities in its eDiscovery platforms to find relevant data within vast repositories of commercial data.

Fuel efficiency through iterative reporting

Breach response analysis and reporting shares the objective with eDiscovery of providing a final report, or production, of relevant data. But with breach response analysis, reporting is also run regularly throughout the project as a quality control (QC) tool because it is often in reporting that data inconsistencies and gaps are most easily identified. In addition to saving time and cost by catching issues early, iterative reporting for QC also validates that the final report format aligns to client requirements so there is no guesswork or rework at the end of projects.

Related Services

- Digital Forensics Service
- Collections Service

OpenText Breach Response Analysis & Reporting is staffed by experts with deep experience in the discovery and investigation of data for eDiscovery, regulatory investigations and corporate investigations, and is adept at finding all forms of breached data – PII, PCI, PHI and CBI – bringing to bear the best analytics, machine learning and review tools for the particular matter. These same skills feed the ability to adapt their expertise, processes and the technologies used to the unique requirements of each post-breach response project. Whether your focus is on PII, PCI, PHI, CBI or any combination thereof OpenText is an ideal partner to assist.

OpenText Breach Response Analysis & Reporting Service rapidly discovers, itemizes and assesses the specific data exposed in a breach. Components include:

Services	Descriptions
Data Collections	Collect data quickly and efficiently via numerous pre-configured data source connectors or via OpenText Collections Service where a variety of collection tools are used.
Digital Forensics	Assess the methods of infiltration to determine how breaches occurred, the systems effected, and the nature of the breach (e.g. malware, ransomware, exported data, etc.)
Automated pattern detection	Discover and extract PII, PCI and PHI via pre-configured library of common patterns
RegEx Detection	Employ RegEx engine to find free-form and custom data
Recon Analytics Investigative Review	Apply document review based on investigative techniques to quickly find groups of documents for bulk coding.
Entity Extraction	Identify individuals via automated entity extraction and associate data to specific people
Entity standardization	Assess and aggregate data to single individuals where two or more variants of names are used
Predictive Filtering and/or Predictive Search	Apply predictive filters and / or predictive search to find data similar to known relevant data quickly
Smart Filters and Analytics	Harness the power of smart filters, phrase analytics and concept groups to isolate and assess CBI
Technology-Assisted Review	Employ technology-assisted review machine learning to expedite review
Iterative reporting	Iterative reporting for QC and gap analysis to solve for issues early and test the report format with clients
Reporting Development & Delivery	Develop and deliver final detailed report to customer

OpenText Breach Response Analysis & Reporting related services

Services	Descriptions
OpenText Security Assessment Service	Protect against future breaches by proactively managing cyber risks for cybersecurity control, data protection, vulnerability management, configuration management and incident response.
OpenText Managed Detection and Response	Forensically investigate how breaches occurred with Managed Detect and Response (MDR), pairing best-in-breed technologies alongside experienced OpenText security personnel, to rapidly understand threat actor tactics, techniques and procedures (TTPs) leading to faster time to value, identification and remediation of risks.

Resource links

[OpenText Legal Tech](#)

[Compliance Week and
OpenText Survey
Highlighting Investigations
& New Cybersecurity
Challenges](#)

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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