

## SOLUTION OVERVIEW

# Forensic Lab Advisory Service

Helping organizations to optimize cutting edge forensic technology and processes to enable them to solve challenges in establishing and managing a forensic lab quickly and effectively



**EnCase forensic**  
technology  
expertise



**Flexible,** tailored  
advisory services



**Security focused**  
solutions

**Deploying or managing a forensic lab can be a daunting and highly technical undertaking for any organization, as forensics is a complex field that spans many disciplines. To succeed, there are highly specialized technologies and processes to consider such as software deployments, forensic tool, audit trails and evidence handling. Policies, procedures and security controls must be well designed to ensure effective operations and prevent cyber incidents within the lab.**

OpenText has accumulated domain knowledge in the forensic space to provide best-in-industry advise on the establishment and management of forensic labs. Our forensics lab services are delivered by our EnCase and Risk & Compliance consultants to help solve an organization's forensic challenges no matter the maturity of the lab. This combination of expertise and service delivery flexibility will help to ensure greater visibility to lab risks such as inadmissibility of evidence due to chain of custody issues. Additionally, the team can help reduce cyber security risks by benchmarking controls against best practices and providing actionable recommendations to mitigate identified gaps.

## Related Services

➔ [Managed Security Services Provider](#)

➔ [Security Assessment Service](#)

In 2020, SC Magazine named the OpenText EnCase suite (EndPoint Investigator, EnCase Forensic, and EnCase Mobile Investigator) as the best computer forensic solutions for the tenth consecutive year. OpenText Forensic Lab Services can build these award winning tools into organization's forensic lab.



## EnCase forensic technology expertise

With a proven track record of software and hardware deployments, OpenText helps organizations optimally manage their forensics lab. The team understand that a forensic solution isn't just a toolset, it involves people, processes and technology. OpenText™ EnCase™ Forensic, a court-proven digital investigation tool, is built with the investigator in mind. It was named "The Best Computer Forensic Solution" several years running by SC Magazine. The consultants have the experience and certifications necessary to both maximize results and improve procedures such as the end-to-end forensics lifecycle.

## Flexible, tailored advisory services

Our forensic advisory services can be tailored to fit goals and needs while maximizing the value of lab investments. The Forensic Lab Advisory Service is designed to provide flexibility to address various needs such as EnCase tools optimization, case management, policy documentation, and evidence life-cycle management. No matter where organizations are in their forensic lab journey, the team are here to help.

## Security Focused Solutions

Having strong security controls are critical in managing a forensic lab. With the significant increase in cybercrime and the inherent nature of sensitive data that it deals with, a focus on controls can prevent the lab from being a victim itself. Our experts can assist by performing consultative reviews of lab security controls, benchmarking against security best practices.

## Why OpenText?

OpenText is an industry leader in cyber security solutions with over 20 years of professional and technical expertise on how to build and run forensic labs. The consultants hold certifications such as EnCe (EnCase Certified Examiner), CFSSR (Certified Forensic Security Responder), EnCEP (EnCase Certified eDiscovery Practitioner), CISA (Certified Information System Auditor), CISSP (Certified Information Systems Security Professional), and CompTIA Security+ and are a trusted partner in forensic lab journeys.

## Services Categories of Forensic Lab Advisory

### Optimize Deployment & Configuration

- Evaluate software deployment to support security and efficiency.
- Improve security over case evidence.
- Enable reporting for case management and audit trails.

### Evidence Handling Best Practices

- Create or improve policy and procedural documentation.
- Provide consultation on ensuring proper chain of custody over evidence.
- Promote evidence life-cycle management processes.
- Facilitate case exercises to educate forensic team on policies and best practices.

### Lab Security Controls

- Improve policies, procedures, controls, and tool usage.
- Consultative risk-based review of forensic lab cyber security controls.
- Benchmark against cyber best practices such as NIST 800-53r4 and CIS.

[EnCase Training Courses](#)

[OpenText Security Services](#)

OpenText clients comprise a range of industries and sectors, both commercial and government. The team have deployed solutions from small organizations to large enterprises. OpenText solutions can be delivered on premise or in the cloud while maintaining the level of security necessary to protect information.

OpenText client industries include:

- Healthcare
- Industrial
- Retail
- Defense
- Technology

## Improving lab environments

OpenText Forensic Lab Advisory Services are here to help with the challenges associated with managing a lab environment. Professional Services experts provide the following deliverables to improve customer labs:

- Encase Deployment Assistance
- Improved Encase Case Management and Security
- Evaluate, Improve and Draft Policy and Procedures
- Make Chain of Custody Process Improvements
- Evidence Life –Cycle Management
- Table-Top Training Exercises
- Security Control Assessments to Reduce Cyber Risks

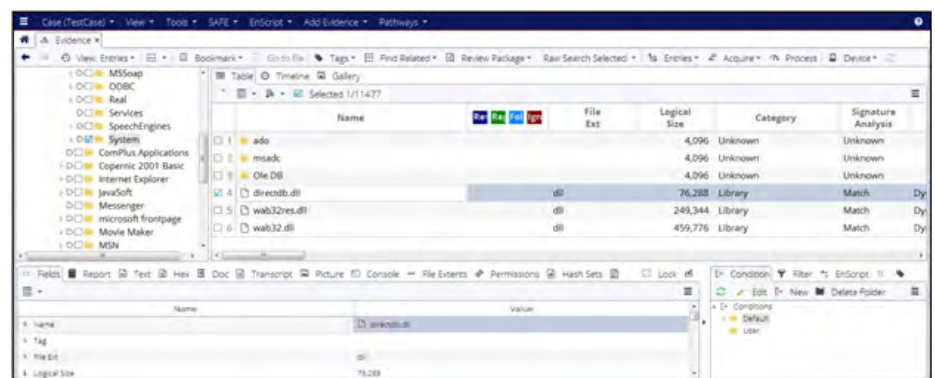


Figure 1: OpenText EnCase Forensic

For more information, contact us at [securityservices@opentext.com](mailto:securityservices@opentext.com)

## 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](http://opentext.com).

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