

Forensic Lab Advisory Service

Helping organizations optimize cutting edge forensic technology and processes to quickly and effectively establish and manage a forensic lab



Benefits

- OpenText 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 advice on the establishment and management of forensic labs. Our forensics lab services are delivered by OpenText forensics experts 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 cybersecurity risks, by benchmarking controls against best practices and providing actionable recommendations to mitigate identified gaps.

Related services

Managed Security Services Provider

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Security Assessment Service

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In 2020, SC Magazine named the OpenText Digital Investigations and Forensics Portfolio as the best computer forensic solutions for the 10th consecutive year. OpenText Forensic Lab Services can build these award-winning tools into organization's forensic lab.

OpenText Digital Investigations and Forensic Portfolio 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 Digital Investigations and Forensic Portfolio, 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 forensic tools optimization, case management, policy documentation, and evidence lifecycle 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 cybersecurity solutions with more than 25 years of professional and technical expertise on how to build and run forensic labs. The consultants hold certifications such as EnCe (EnCase Certified Examiner), CFSR (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 lifecycle 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.

Resources

OpenText Digital Investigations and Forensics Portfolio Training Courses

[Learn more >](#)

OpenText Cybersecurity Services

[Learn more >](#)

OpenText clients comprise a range of industries and sectors, both commercial and government. The team has deployed solutions for small organizations up to large enterprises. OpenText solutions can be delivered on premises 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:

- Forensic tools deployment assistance
- Improved case management
- Evaluate, improve and draft policy and procedures
- Make chain of custody process improvements
- Evidence lifecycle management
- Table-top training exercises
- Security control assessments to reduce cyber risks

For more information, email us at securityservices@opentext.com.

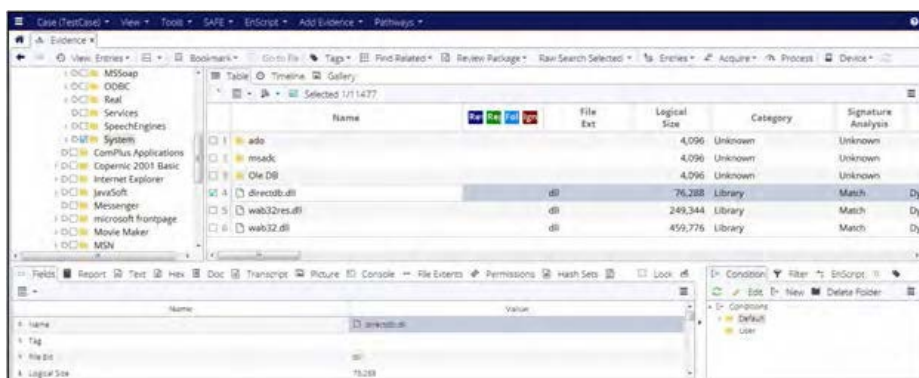


Figure 1. OpenText Forensic