

WHITE PAPER

# Brett Burney reviews OpenText™ Axcelerate™ Investigation

Powerful data investigation tools for resourceful and  
discerning counsel



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OpenText Axcelerate Investigation provides extraordinary insight into the conversations, communications, and events you need to know about.

In this White Paper Brett Burney, founder of Burney Consultants LLC, explains how OpenText™ Axcelerate™ Investigation delivers faster access to the facts in early case assessment and investigations.

## Introduction

It's easier to find a needle in a single haystack than frantically hunting through 100 haystacks. Too often, unearthing documents related to potential litigation and threatened investigations feels like you're aimlessly poking around hundreds of haystacks hoping you get lucky and pick the one that has the needle (and then you have to find the needle!).

OpenText Axcelerate Investigation not only points you directly to the documents you need, but provides extraordinary insight into the conversations, communications, and events you need to know about. All this information is contained in email, documents, files, chat records, along with all the electronically stored information (ESI) folks have squirreled away in the digital nooks and crannies of your company.

Searching and pinpointing the files you need is an overwhelming chore and often requires recruiting IT professionals and enlisting help from others which just adds to the time and costs. But historically, that's been your only option for gleaning the facts you need from electronic files to help you understand the circumstances surrounding a potential litigation risk and how to proceed forward.

## What's inside those documents and how many do I have?

Many lawyers refer to this process as "Early Case Assessment" (ECA) where legal and investigation teams examine the content and substance of the data to determine how key documents impact the strength and weaknesses of a case. You do this before investing the time and effort into a full document review so you can start formulating a theory for the case and analyze the risks, costs, and time involved with your litigation matters. OpenText Axcelerate Investigation allows you to front-load your analysis of the data even when you may just have a vague notion of improper conduct or heard about a potential risk to the company through the proverbial grapevine.

But in today's digital world, it's also crucial to engage in "Early Data Assessment" (EDA) where you can get an accurate overview of the volume, scope, and completeness of your data. Axcelerate Investigation helpfully reveals all the metadata of your email, documents, and files so you can see the big picture of your data to help you accurately estimate the costs, timing, and resources required for a potential document review. Tools such as the Hypergraph Communications Map (discussed below) and the Axcelerate Visualizer Dashboard also help you identify gaps in collections (e.g., missing dates) and ensure that you haven't overlooked key data sources or custodians.

**Early Case Assessment (ECA):** examine the content and substance of data to determine how key documents impact the strength and weaknesses of a case.

**Early Data Assessment (EDA):** gain an accurate overview of the volume, scope, and completeness of your data.



OpenText Axcelerate Investigation can be accessed through the cloud or on-premises and used for internal or compliance investigations, regulatory inquiries, M&A due diligence, and litigation preparation. Using Axcelerate Investigation as part of your ECA and EDA strategies arms you with key facts that help you make confident decisions on when to move forward with a full review & production or pursue settlement negotiations instead.

### Collecting and culling your data

The first step is to point Axcelerate Investigation at a data collection that you need to explore and sift through. You can ingest individual files, PSTs, or even folders from a shared server, and Axcelerate Investigation also boasts an exemplary set of connectors so you can index data you have stored in Google (Drive, Calendar, etc.), Microsoft (Exchange, OneDrive, etc.), Box, AWS, Druva, and more including OpenText data stores such as eDOCS, Documentum, etc.

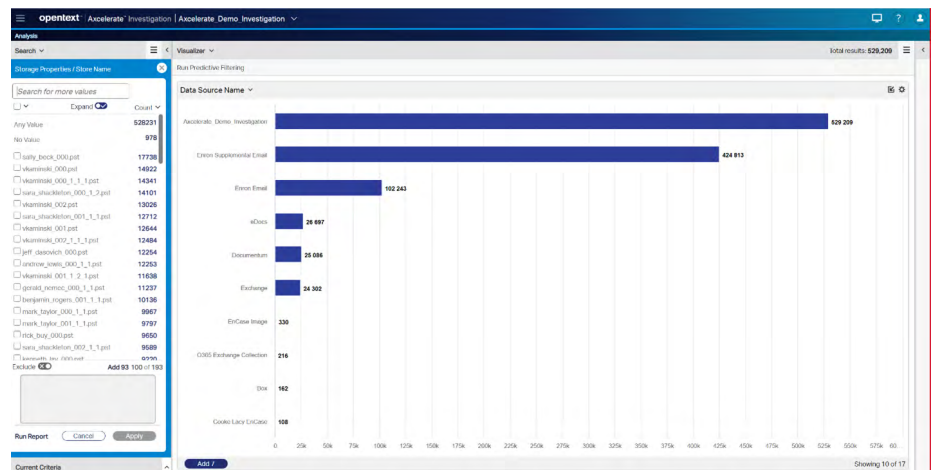


Fig 1 OpenText Axcelerate Investigation includes a host of built-in data connectors that can index data from sources including Google Drive, Microsoft Exchange, Druva, OpenText Documentum, and much more.

Once your data is indexed and available in a matter, you decide how best to proceed – you have access to an exceptional variety of analysis tools in the platform, but you may merely want to use Axcelerate Investigation to cull out irrelevant data before sending a bucket of data to your outside counsel for further review.

Perhaps the best way to approach this is to click into the Axcelerate “Visualizer Dashboard” which provides a grand panorama of tiled, file-related facets that allow you to narrow down the data by people, file types, sources, etc. So, if you just need email from 5 individuals sent between 2017-2019, you can swiftly reduce the number of files for review without having to call your IT department for assistance. You can even utilize the Search Query Editor to further narrow down the data set using full Boolean logic and proximity connectors to find pertinent documents.



Gain insight into files and emails so that you're not just guessing at conversations or events!



Fig 2 The Accelerate Visualizer Dashboard offers an efficient and organized interface to easily reduce the amount of data you're searching and find specific files based on file types, dates, and more.

### In-depth data analysis tools at the ready

While that workflow will certainly accomplish the goal of filtering emails and documents, Axcelerate Investigation can provide you with so much more insight into the content of files and communications so you're not just guessing at conversations or events.

For example, you can use the powerful Phrase Analysis tool to type in a term like "price" to see how that word is being used throughout your data and referenced in phrases such as "contract price," "price index," "purchase price," "price published," "index price," etc. You'll see a hit count so you can quickly group documents based on their contextual meaning which is far better than just relying on individual keyword searches. You may not even know how the word "price" is being used in the documents, but you know it's an important term and the phrase analysis provides you with an excellent place to start your investigation.

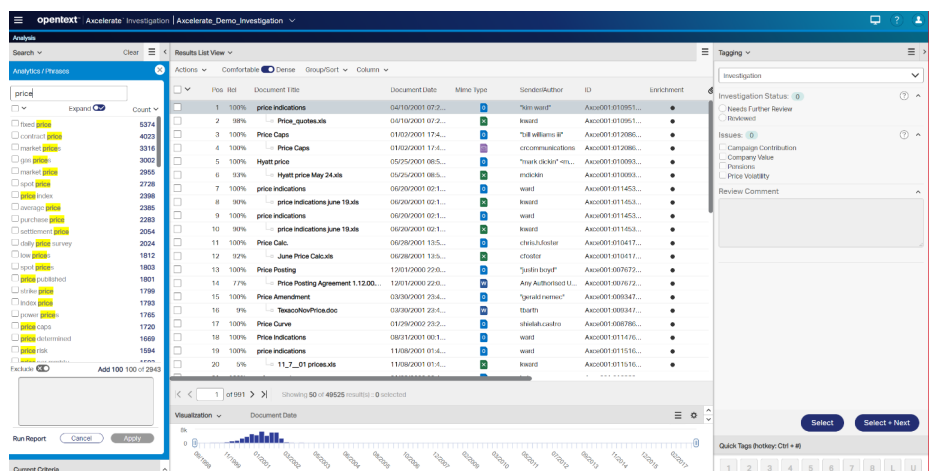


Figure 3 The Phrase Analysis Tool in Axcelerate Investigation gives you a sense of how a word or phrase is being used in your document collection, along with the "hit count" of that word.

Using a combination of all the features available in Axcelerate Investigation, you can quickly taper a list of files from several thousand to a couple hundred for tagging or further review.

In addition, Axcelerate Investigation offers a “Predictive Search” component that can locate files with similar content to a chosen set of documents known to be highly relevant. The more relevant the exemplar documents are, the better the platform can predict what files contain similar and related content.

Whether you use the Phrase Analysis tool or Predictive Search, you can subsequently apply “Smart Filters” to the data set (or use the Visualizer Dashboard) to further narrow down to specific file types, individuals, or date ranges. Using a combination of all these features available in Axcelerate Investigation, you can quickly taper a list of files from several thousand to a couple hundred, giving you the ability to capably run through each file and tag them for relevancy, or identify them for further review.

### Enriching your view of the documents

When you’re ready to lay eyes on files, you can choose plain text or near-native views, but the Axcelerate Investigation platform also offers some additional compelling options called “Document Enrichment” to better understand the content, context, and potential risk impact.

First, the “Document Summary” is much richer than a superficial “executive summary” which typically just pulls random sentences from every other paragraph. The Document Summary in Axcelerate Investigation compiles an astute digest of the document giving you a glimpse into the content that can help you avoid reading through irrelevant documents and save you valuable time. The Document Summary tool works best on files that have a written structure such as a letter or press release. If you’re looking at an email, you might be better off just reading the entire body because they’re usually short and conversational.

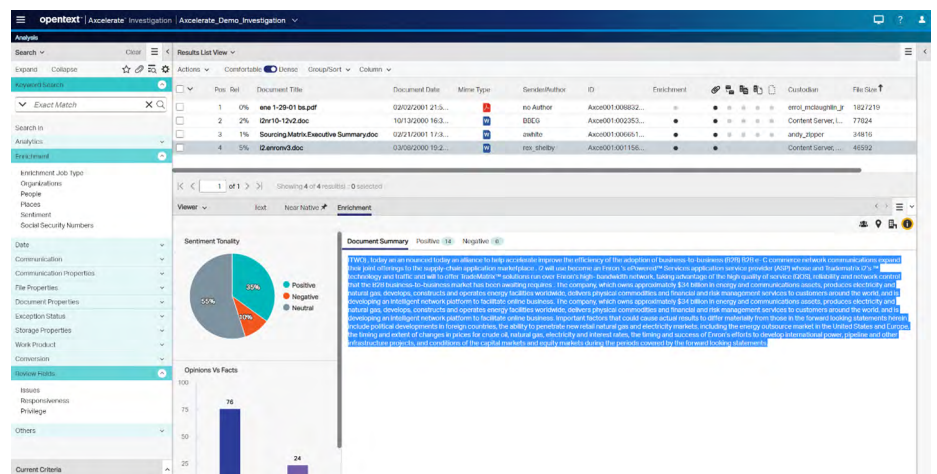


Figure 4 The powerful “Document Enrichment” tools in Axcelerate Investigation provide you with a savvy “Document Summary” along with measurements of opinion vs. facts and positive vs. negative.

At the same time, the Document Enrichment tools also identify if a document mostly contains “opinions” instead of “facts.” And Axcelerate Investigation also analyzes the text in a document to provide a helpful measurement of the positive and negative statements found in the document to assist you in knowing what to spend time looking at.

## Who was speaking to whom?

Another helpful tool is the delightfully named Hypergraph Communications Map, which is a visual spider-web representation of who was communicating with whom. Axcelerate Investigation provides a list of individuals on the left, and then visually maps the To, From, CC's, etc. with circles and lines so you can immediately see primary communicators (e.g., larger circles). Lines connect the circles with the individuals they were directly communicating with. A bar-graph timeline below the visual map shows you which emails were sent on the days you select, and it's fully interactive so you can further narrow down your set of messages.

Once you're done exploring and manipulating the Hypergraph, you can jump back to the list of communications that you've narrowed down to read through them.

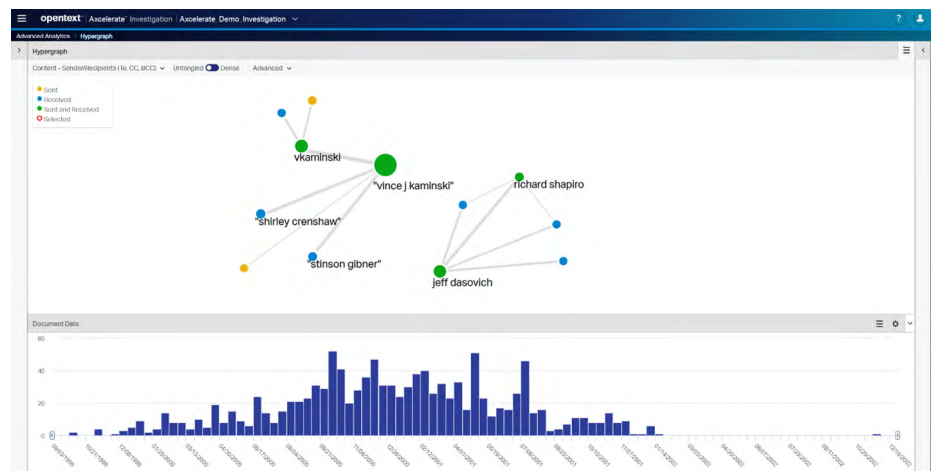


Figure 5 The Hypergraph Communications Map provides you with a visual representation of who was emailing whom.

## No slacking on this investigation!

But it's not just emails today ... almost overnight companies and corporations have turned to platforms such as Microsoft Teams and Slack to communicate over and above the simple email message. While many e-discovery companies have been scrambling to accommodate the explosion of data from these platforms, Axcelerate Investigation is enjoying a significant head start mainly due to OpenText's acquisition of Recommend which was parsing Bloomberg Chat messages before anyone else. That experience allowed them to quickly pivot the Axcelerate Investigation platform to ingest and dissect communications from Teams and Slack so they're easily searchable and can be filtered.

When you need additional review-specific functions for TAR workflows and extra production capabilities, you can easily shift your culled collections into the full, end-to-end Axcelerate platform.

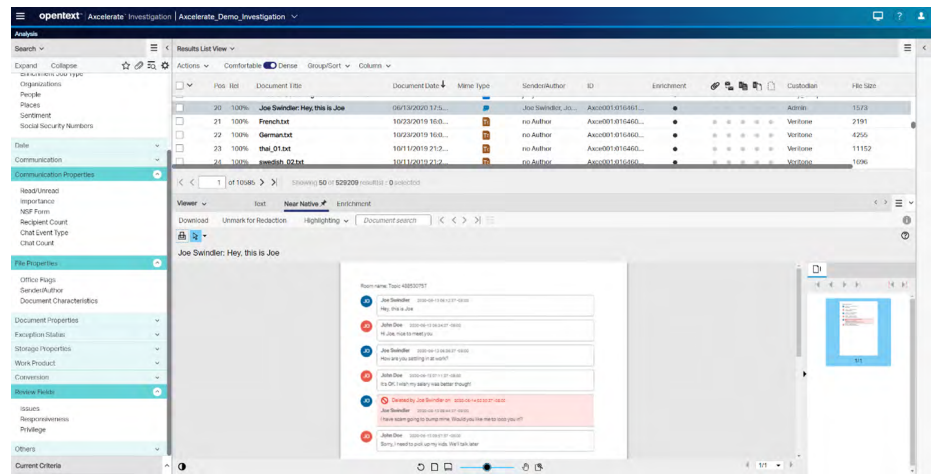


Figure 6 You can use OpenText Axcelerate Investigation to parse, read, and review conversations from Microsoft Teams and Slack.

Even more impressive, Axcelerate Investigation can present chat communications complete with emojis (critical to determine emotional context) and the bubbles and icons so that everything has a familiar look and feel to the native chat application.

## Transfer for review where required

For many companies, OpenText Axcelerate Investigation may be all they need to analyze, assess, and review documents. You can code and tag files just like in any other review platform, but you can also export files out for production or even small print jobs.

When you do need additional review-specific functions for TAR workflows, file-batching for review teams, and extra production capabilities (using the Automated Production Wizard), you can easily shift your culled collections from Axcelerate Investigation into the review-specific components of the full, end-to-end Axcelerate platform.

## Knowing your data is half the battle (and keeps costs down too!)

If you're not using OpenText Axcelerate Investigation, then you're still aimlessly wandering around the haystacks of your data hoping you stumble on the one that contains the needle. It's difficult to understand how so many lawyers can be satisfied with a manual, inefficient, and unfocused approach to their data when it's so important to know what it contains.

OpenText has designed the Axcelerate Investigation platform as one of the most powerful ECA/EDA litigation tools that can also be effectively used for a wide variety of regulatory and investigatory exercises as well.

If you are in need of an insightful tool to quickly analyze your company's data, the OpenText Axcelerate Investigation platform can point you to the right haystacks and even right to the needle you're seeking.





## About Brett Burney:

Brett Burney is always anxious to encourage legal professionals to take better advantage of the technology available to them, and primarily helps law firms and corporate legal departments navigate and overcome their e-discovery challenges. He regularly writes for Legaltech News and ABA publications and authored the eDiscovery Buyers Guide designed to help small- and mid-sized law firms understand the options available for their e-discovery needs. You can also follow him on his Apps in Law blog ([www.appsinlaw.com](http://www.appsinlaw.com)) where you'll find video reviews of apps and a helpful podcast. Mr. Burney served as the Chair of the 2015 ABA TECHSHOW Planning Board and regularly speaks around the country to lawyers and legal groups on a wide variety of technology-related topics.



## 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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