opentext™

SUCCESS STORY

Industry
- Medical

Solution
- OpenText™ Insight

Results

⚙ **Established a standardized approach** to triage investigations

⏱ **Reduced time to investigate tips** using technology-assisted review

💲 **Provided cost effective design** suited to company workflow

Multinational medical device company streamlines, resolves investigations

International company enables swift, decisive response to anti-corruption investigations with OpenText Insight

Lightning-fast multi-language search and analytics enabled the company to quickly assess the merits of a tip.

A multinational medical device company faced a workflow challenge of global scale. Compliance staff across its Asian and European regions regularly receive reports of potential violations of the Foreign Corrupt Practices Act, the UK Bribery Act and similar laws. The company sought to streamline and standardize its process for investigating these tips so its far-flung regional offices could easily collect relevant data—even across multiple languages—and analyze it for potential violations.

An effective system had to be easy to access and control from anywhere in the world, provide powerful search and analytics, work across multiple languages and allow easy batching to outside counsel of documents warranting follow-up.

By using the powerful administration, search, review and multi-language capabilities of OpenText™ Insight, an advanced eDiscovery review and analytics platform, the company found the answer to its problem. Insight's integrated processing software enabled the company to easily submit multi-language files directly into Insight. Lightning-fast, multi-language search and analytics enabled the company to quickly assess the merits of a tip. And Insight's user controls gave each region the ability to manage the process while enabling the company to centrally monitor its compliance investigations worldwide.

The company's Singapore office originated the request to OpenText. Compliance staff in Singapore were familiar with Insight and believed it would be an effective tool for them to quickly load, search and analyze data—primarily email files—related to alleged violations.

Insight worked so well in Singapore that soon it was also being used by regional offices in Bulgaria, India, Japan, Spain and Thailand, until it became the standard application for all the company's compliance investigations.

Now, when an investigation is initiated, the regional offices follow a standard workflow:

- For each new investigation, a country-specific Insight site is created where the compliance staff can search and review the collected data. A site can be up and running within an hour.

- Custodian data specific to the country is exported from the company's Microsoft® Exchange servers in the United States and then processed and loaded to the country-specific site.

- Using Insight's powerful search capabilities, regional staff search the data for evidence of the alleged impropriety. If the initial search uncovers evidence warranting inquiry, a local law firm is engaged to more thoroughly review the data and determine the nature and severity of any impropriety.

With OpenText, the entire process—from when the initial tip is received to when the investigation is completed—often takes no more than two weeks. Because Insight enables the company to control the entire process of loading and reviewing the data, it is able to respond quickly and decisively when tips come in.

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The company's global operations and sales networks—particularly throughout Asia, Europe and the Pacific—meant that the data in any investigation could be in any of a range of languages. Insight easily addressed this need by enabling search and review in 280 languages, including sophisticated language identification and tokenization software to ensure that multi-language documents are treated properly, particularly documents in the challenging CJK languages (Chinese, Japanese and Korean).

Pricing of eDiscovery platforms typically reflects their use in litigation, where single sites are hosted for longer terms and can contain large volumes of data. Here, the company's workflow is just the opposite. It has a higher volume of sites, but each site contains a relatively small volume of data and is active for only a short term. For this reason, OpenText worked with the company to establish a flat monthly rate more suited to its workflow. The rate allows the company to have unlimited, all-inclusive use of Insight, including all processing and hosting and unlimited users.

This multinational medical device company learned Insight's sophisticated and powerful search and data analysis capabilities are equally powerful for internal investigations on a global scale.

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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