

OpenText Investigations Service



Benefits

- Quickly find answers—even the unknown unknowns—to allow your organization to quickly assess strengths, risks, and potential liability
- Optimize time to results with seamless workflow
- Enhance document analysis and review efficiency

When hit with an unexpected information request related to a litigation, compliance, or internal investigation—with little time to react—organizations need to quickly size up the task and learn the facts. OpenText™ Investigations Service helps organizations and their outside counsel rapidly find the documentary evidence to answer critical questions and enable swift decisions.

When signs of potential violations are triggered, an organization needs to move quickly and decisively to find the facts and drive resolution, avoiding a sweeping inquiry that can quickly encompass its entire document repository and drain an incredible amount of time, money, and resources.

In an investigation, the clock is the enemy—and the answers are often buried in an employee's hard drive or mobile device, email servers, content management systems, cloud repositories, or systems storing structured data such as financial or customer information.

OpenText Investigations Service helps companies and their law firms find evidence, fast—often, in just two weeks. Through a highly targeted exploration of data sets, the OpenText Investigations team rapidly finds pertinent documents that provide insight into the facts and issues—whether known at the outset or identified during the course of the investigation—and delivers the findings in a comprehensive report.

A one-stop shop providing consultation beginning to end, the OpenText Investigations team, working under the guidance of the organization and/or outside counsel, finds documentary evidence to allow companies to address these types of situations and more:

- Litigation assessment (“Is the wind at my back, or in my face?” “Should the case proceed or settle for reasons that may or may not be known at the outset?”)
- HR investigations
- Internal investigations
- Compliance investigations
- Government and regulatory investigations
- C-suite vetting (“Is this the right choice to run the company?”)
- M&A due diligence (“Are we sure no one cooked the books?” “Should any terms of the deal be revised in this limited window of time?”)
- Prove a negative (“Can we thoroughly and statistically demonstrate that there is no evidence to support the allegation?”)

Quickly find answers to assess strengths and potential liability

In an investigation, there is often little knowledge of the underlying facts. The goal is to locate the critical documents that reveal key facts and even “unknown unknowns” as quickly as possible. The OpenText Investigations team quickly finds pertinent documents that provide insight into facts and issues—whether known at the outset or identified during the course of the investigation.

At the same time, the exploration solves the quandary “we don’t know what we don’t know” with an effective exploration of the unknown using advanced analytics, technology-assisted review based on continuous learning, and contextual diversity algorithms to ferret out unknown facts and documents.

The documentary evidence is delivered in a comprehensive report that provides answers to the underlying questions, the timeline of pivotal events, key actors, and hyperlinks to the evidence. Organizations and their counsel can use the findings in the report to answer questions around strengths and potential risk.

Optimize time to results with seamless workflow

OpenText Investigations Service provides a full-service team and one-stop shop to accelerate the investigation workflow and more quickly find the documentary evidence that will tell the story.

Upon project inception, the team will provide consultation related to the scope of collection and support the company and counsel’s identification of additional custodians, along with data sources likely to store potentially relevant ESI. With a direct and battle-tested line of communication between the investigation team and those executing the collection, collected data is moved seamlessly to cloud-based OpenText analytics and review platforms for near-immediate availability of documents by the investigation team.

With the OpenText Investigations team coordinating and managing the disparate processes, an investigation can begin as soon as the data is collected, processed, and ingested into the chosen OpenText analytics and review platform, eliminating the time arranging for training and coordinating disparate providers.

Resources

[OpenText eDiscovery and legal solutions ›](#)

[OpenText™ Managed Document Review ›](#)

[OpenText™ Core Insight ›](#)

Enhance document analysis and review efficiency

When searching for the facts in voluminous document collections, large teams of reviewers often apply linear review or batching to hunt for information. With modern ESI collections that total in the hundreds of thousands, or even millions, of documents, a linear review of that magnitude can be prohibitively expensive and time consuming.

The OpenText Investigations Service takes maximum advantage of OpenText analytics and review cloud platform techniques, analytics, and workflow—along with informing the algorithms that search for the information—to shorten the review. Faster access to the facts by the organization and its counsel enhances overall investigative review efficiency and substantially reduces costs.

In situations in which no documentary evidence can be found, the OpenText Investigations team will demonstrate that there are so few responsive documents in the collection that a full-blown review would be unreasonable. The team will “prove a negative,” leveraging advanced analytics, technology-assisted review based on continuous learning, and statistics to review only a fraction of the ESI collection.

If the organization and its counsel decide to proceed with a full eDiscovery or litigation review, the OpenText Investigations team will leverage technology-assisted review to substantially reduce document collections, improve review efficiency, and save clients substantial costs.

OpenText Investigations process

Custodian and data identification

Provide consultation related to the scope of collection and support the company and counsel’s identification of additional custodians, along with data sources likely to store potentially relevant ESI.

Data collection and forensics

Consulting on data collection in a forensically sound manner to preserve the evidentiary integrity of all ESI, from anywhere in the world (including remote collection services).

Review and analytics capabilities

Review and analysis using OpenText™ eDiscovery and legal solutions.

Enhanced managed document review and review management

Complement a document review by combining an investigative approach to document identification with the OpenText Managed Document Review team.

Quality assurance (QA)

Use of technology-assisted review capabilities for quality assurance (QA), to confirm the absence of any documents contravening the team’s findings.

Intelligence report

Delivers succinct answer to underlying questions, as well as unanticipated or contrary considerations uncovered in the investigation, the timeline of pivotal events, key actors, and evidence.

Additional services

Development and delivery of witness kits and depo prep binders; an analysis of missing custodians, communication gaps and uncollected file types or activity anomalies; and comparative custodian, collection, or communication histograms.