



BitSec streamlines forensic investigations with Nuix's electronic discovery

BitSec and Nuix

Summary

BitSec Global Forensics, with international headquarters in Augusta and offices throughout New England, is a worldwide leader in computer forensics and information security training.

After finding out about Nuix and seeing the software in action via a trial licence supplied by Nuix's Canadian Value Added Reseller, FDR Forensic Data Recovery Inc, it instantly became a "must have" solution for BitSec, whose clients include federal and state investigative agencies as well as law firms and corporations in need of immediate eDiscovery and incident response services.

The company has seen huge time and cost savings since implementing the Nuix solution. As well as passing on these savings to their clients, BitSec believes that Nuix software has enabled them to be a greater asset to their clients.

case study

Challenge

Some of BitSec's major business comes from training both government and civilian examiners in computer forensics worldwide. As a trusted forensics consultancy, BitSec wanted to be seen to be using best of breed solutions for eDiscovery.

One area BitSec specialists found to be inefficient was the necessity of using more than one tool to accomplish a single task. Processes seemed to be unnecessarily slow, and producing cohesive, dependable results was, at times quite arduous. Additionally, navigation from tool to tool was increasingly difficult due to poor technical support. The BitSec specialists found that they spent the majority of their time simply trying to make the products work.

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Solution

“A training partner in the US and another in Canada suggested that I take a look at a new eDiscovery software developer called Nuix,” stated Michael Webber, CEO at BitSec.

With presales support from FDR Forensic Data Recovery Inc, the BitSec team downloaded a 30-day trial version of software, and ran a live case through Nuix. Not being familiar with the product, BitSec contacted Nuix’s technical support team who familiarized them with the product via webinar.

“Nuix was able to process large amounts of data on a single license faster, and with less hardware than our previous system,” continued Webber. “All said and done, I could not have been more impressed with the support Nuix showed us.”

Stephen Stewart, Nuix’s chief technology officer, explained, “BitSec is a global thought leader in the computer forensic industry providing training and shaping the perspective on the industry for most major organizations. I was positive that once the team at BitSec saw Nuix in action they would see significant value passed on to its clients.”

Following the trial, BitSec purchased a Nuix license via FDR, and has been using the software since.

Results

BitSec has seen huge time and cost savings since implementing the Nuix solution. These savings are now being passed onto its clients.

Webber continued, “We find Nuix to be fast, reliable, and intuitive. Thanks to Nuix’s software, we are a greater asset to our clients. We can do early case assessment and processing at a client’s site, quickly deliver with confidence exactly what the client asked for and are now able to take on projects we previously would have had difficulty processing. After seeing Nuix in action, it instantly became a must have.”

“As mentioned before, the sales and technical support provided by Nuix has been very important to BitSec,” Webber explained. “The technical support from Nuix continues to be outstanding since purchasing it. For example, we received some PST files from a client to process, search, and produce the necessary data. We tried it through all our systems, but none worked. We submitted our problem to Nuix and within 3 hours they created a patch to address the problem. It turned out to be a corrupted PST file, but Nuix fixed the problem rather than making us go back to the client.”

“I cannot over emphasize how impressed I am with both Nuix’s software and its support,” stated Webber.

Simple. Powerful. Precise.

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Next Steps

BitSec plans to continue using Nuix to grow its business, and has referred Nuix to several other firms.

"In litigation support, the business depends on the ability to do things right and on time; Nuix helps us do just that," concluded Webber.

About Nuix

Nuix offers the world's fastest, most complete and most advanced enterprise-wide corporate investigation and eDiscovery software. Nuix is used in over 20 countries including in the European Union, the Asia Pacific and North America by organizations such as multi-nationals, government authorities, financial institutions, corporations, professional services firms and national law enforcement agencies.

About BitSec Global Forensics

BitSec Global Forensics, with international headquarters in Augusta and offices throughout New England, is the worldwide leader in computer forensics and information security training. BitSec Global provides immediate and discreet consultancy services to federal and state investigative agencies as well as law firms and corporations in need of immediate e-discovery and incident response services. BitSec is a Guidance Software Authorized Training Partner and is licensed to deliver EnCase training in many regions around the globe.

BitSec Global Forensics' founders are former information security experts and computer forensic specialists for the United States Government as well as state and federal law enforcement agencies.

Find out more at www.bitsecforensics.com

About FDR Forensic Data Recovery Inc.

Recognized as industry leaders in digital forensics and eDiscovery professional services, software and training, FDR consistently supports best practices in the preservation, recovery, analysis and court-ready reporting of digital evidence. FDR supports Canadian and international clients through its head office in Victoria BC and strategically located branches throughout Canada. FDR is proud to be the authorized Canadian Value Added Reseller for Nuix. See www.forensicdata.ca for more information.

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The world's most advanced eDiscovery and electronic investigation software.

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