NUIX ENABLES DISCOVIA TO MEET CLIENT'S AGGRESSIVE DATA REMEDIATION DEADLINE

SUMMARY

Nuix partner and eDiscovery firm Discovia was working with a large corporation that was selling off a part of its business. As part of the divestiture, Discovia's client needed to ensure that the divested organization would not retain any of the parent company's intellectual property. Discovia sought a solution that could quickly process millions of documents, run searches against those documents, and remove numerous records in a reliable and responsible manner. One more important detail—the client had an aggressive and inflexible deadline to complete the project. Nuix helped Discovia to:

- Process over 87 million objects stored in terabytes of file shares, Microsoft Exchange public folders, PST files, and live Microsoft SharePoint sites

- Run searches across the ingested data to identify intellectual property and proprietary file types

- Delete all instances of the client's sensitive data and intellectual property in time for the divestiture.

CHALLENGE

Discovia provides managed eDiscovery services to corporate legal departments and law firms, enabling its clients to acquire world-class eDiscovery capabilities without building them internally. Headquartered in San Francisco, CA, Discovia employs over 200 employees across the US and focuses its efforts on supporting corporate counsel and law firms with its managed services, eDiscovery process management, and internal investigations expertise.

When one of its clients engaged Discovia to find and remediate data before a divestiture, Discovia needed a solution that could scale to meet its client's needs and meet a firm deadline.

"We were tasked to locate and remove documents that were not supposed to go with the acquisition across five physical locations all on their servers, SharePoint sites, as well as email," said Dr. Bruce Hartley, CISSP, Chief Technology Officer at Discovia.

Discovia would need to work its way through more than 19 terabytes of data in an active, live environment.

"If we didn't finish the project on time, the infrastructure and data would no longer be ours to access," added John Del Piero, VP, Global eDiscovery Solutions at Discovia. "We could not miss our deadline."

SOLUTION

To address the issue of processing so much data so fast, Discovia installed Nuix eDiscovery Workstation on two servers located in data centers in midwestern and northeastern United States. Once the servers were configured to run Nuix, Discovia installed the software remotely.

"When we looked at the use case and what the client wanted to do," explained Hartley, "we were pretty confident that we could use Nuix to perform the task."

Once Discovia started locating and processing data, a problem arose in the form of live Microsoft SharePoint sites housing a considerable store of files. Discovia installed Nuix SharePoint Collector on both servers and throttled the site connections to prevent noticeable slowdown on the active sites.

Late in the project, another problem presented itself. This time, it was sets of large PDF files (1.3 million total) that needed to be run through optical character recognition (OCR) in order to make them searchable. Once again, Nuix met Discovia's needs and was able to work through these files, but not without some cause for concern.

"There were considerable constraints," said Hartley. "After the second week onsite, they [the client] weren't ready to process data. We lost several days at the beginning. After the first week, they told us they were physically moving one of the servers to a location halfway across the country, to one of their other data centers. In that process, we lost 4-5 days of availability on that machine, but our deadline did not change."

"There was a point in time on one of those machines where I ingested three terabytes of data over 24 hours."

RESULTS

The numbers, especially given the amount of time Discovia had to complete its work, were staggering. When the work was done, Discovia had reviewed millions of files, gathered responsive documents and deleted all instances of the client's sensitive data and intellectual property before the divestiture took effect.

> ❝ I can see this becoming a growing business line for us," claimed Del Piero.

MASSIVE DATA VOLUMES PROCESSED AT SPEED

Using Nuix, Discovia was able to process and search a massive number of files, all within a matter of days. Discovia extracted over 87 million objects and ingested over 15.5 million files. From 33 live SharePoint sites alone, Discovia extracted over 16 million documents without causing any noticeable performance reduction for users.

"Nuix SharePoint Collector was absolutely crucial to the engagement," said Del Piero. "The sheer volume and number of data sources made for a daunting task in a limited timeline."

FROM PROCESSED TO RESPONSIVE

Finding data is only the first step. Once Discovia had the records available, it needed to start the process of focusing on items of interest to the client, including discovery of intellectual property and proprietary file types. It was able to do so with only minor tweaks to the Nuix software to work in the client's environment—essentially making the entire process an 'out of the box' experience.

"I don't know if there would have been another way to actually accomplish this task," said Hartley. "To index and search that much data, I don't know of another way to do it, quite honestly. This is the only way we could have done it in the timeframe that they required given the information they provided us."

DELETION IN THE NICK OF TIME

The important end result for Discovia was being able to delete the right data with confidence from systems that it would no longer have access to after the deadline had passed. Nuix gave Discovia that confidence, allowing it to run the 100 or so Windows scripts to ingest information about processed documents and remove them from their source locations, achieving its live deletion without a moment to spare.

"We completed the project within 30 minutes of our deadline. If we didn't finish the project on time, we were essentially out of luck," summarized Del Piero.

THE NUMBERS

Project summary

- Objects extracted: 87 million
- Files ingested: 15.5 million
- Responsive hits: 2.3 million
- Documents deleted: 1 million
- Documents OCRed: 1.3 million

Deletion breakdown

- Microsoft Exchange public folders: 93,950
- File shares: 872,745
- Email (PST) files: 54,722
- SharePoint sites: 21,088
- Total: 1,042,505

ABOUT DISCOVIA

Discovia is the first provider of electronic discovery services to deliver a fixed-price managed service, enabling corporate legal departments and law firms to gain a world-class eDiscovery function without building it internally and with cost predictability. Discovia was ranked the #1 Corporate Investigations Provider by the National Law Journal.

For more information, visit
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