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Veritas™ eDiscovery Platform Boosts Start-up in Brazil's GRC Services Market.

OVERVIEW

GRC Solutions Accelerates Delivery to Customers and Wins New Business by Deploying Veritas eDiscovery

GRC Solutions provides investigation, compliance, internal audit, and risk management services to businesses across Brazil. Key among these services is finding evidence within the massive volume of documents the firm receives from clients. GRC Solutions deployed Veritas™ eDiscovery Platform to accelerate responses to legal and compliance discovery requests. The solution's data indexing and pre-processing analytics accelerate discovery processes. And it provides for transparent keyword searches of hundreds of file types, including image, audio, and video files, in multiple languages.

COMPLIANCE IS A GROWTH MARKET

Compliance is big business in Brazil. News on corruption scandals in government and large companies seems to break on a weekly basis, so the services market in the governance, risk, and compliance (GRC) space is growing by leaps and bounds. Founded in 2015 in Sao Paolo by four professionals with decades of experience supporting organizations under fire, GRC Solutions provides investigation and other services to Brazilian businesses facing legal or compliance issues. It also offers more proactive services for companies that are not currently under scrutiny.

"Risk, internal controls, and internal audit all tie in with compliance," explains Luciano Bordon, partner, internal audit, risk, and process improvement. "That's why our advisory practice is integrated across four areas: investigation, internal audit, risk management, and compliance."

In a market dominated by large law firms and global consultancies, GRC Solutions stands out. It has around 50 employees; its size enables the firm to be agile and responsive to clients' needs, and to provide more personalized service than a larger company could. GRC Solutions also sees selecting the right technologies and processes as a key competitive differentiator.

GRC SOLUTIONS | GOVERNANÇA RISCO COMPLIANCE

ORGANIZATION PROFILE
Industry: Services
Website: grcsolutions.com.br
Headquarters: Sao Paolo, Brazil
Employees: 50+

KEY CHALLENGES
GRC Solutions provides investigation, internal audit, risk, and compliance services to Brazilian businesses. The firm's compliance and investigation groups must search large volumes of documents for evidence in legal and compliance inquiries. The firm manages an average of 20 TB of data per client. Staff needed a better way to sift through all those files.

SOLUTION
The company deployed Veritas™ eDiscovery Platform, with the Processing & Analysis, Review & Production, and Identification & Collection modules. The project's goals were to accelerate indexing, processing, and review of customer data. To optimize the Veritas solution, GRC Solutions is also using:
- Veritas Essential Support Services
- Veritas Education Services

BENEFITS
- Results delivered to clients 60% faster than before
- 1 GB of data processed in 1.5 minutes
- Increased confidence that search results are comprehensive
- USD150,000/year savings from improvements in operational efficiency
- Increased ability to win new business, due to best-in-class technology platform
- Estimated 2 years to return on investment (ROI)

"Our clients expect us to follow best practices in information management and forensic investigations," says Sandro Santos Souza, IT manager. "Our firm's four founding partners have a great deal of experience in GRC services, and they recognize the value of investing in high-quality technology."

BETTER EDISCOVERY MEANS FASTER DELIVERY TO CLIENTS

Processing data to make evidence easier to find is a key component of the services that GRC Solutions provides to customers. For some customers, the firm is handling 20 to 30 TB of data at a time. GRC Solutions realized it needed a better technology solution for managing, indexing, and sifting through large volumes of documents in various formats. "We needed to help customers respond more quickly and more easily to legal and compliance discovery requests," Bordon says.

Souza had used the Veritas™ eDiscovery Platform in a previous job. GRC Solutions was working with consulting firm InventCloud. When his contact at InventCloud introduced Souza to a Veritas representative, Veritas became the front-runner among the four eDiscovery vendors GRC Solutions was considering.

"We've been supporting GRC Solutions on their digital transformation, and we found the Veritas solution to be a perfect fit for their security needs," says Daniel Vilas, sales director at InventCloud. "It's been a pleasure to be part of this project."

The pre-processing analytics in Veritas eDiscovery Platform provide a visual summary of the overall characteristics of a set of documents and present detailed analysis by custodian, timeline, and file type. Veritas eDiscovery Platform provides multi-language support and can automatically identify the language used in a document. And its Review & Production module offers transparent keyword searches of more than 500 different file types, including support for optical character recognition (OCR) of images containing text and analysis of spoken words in audio and video files.

"As we evaluated different eDiscovery solutions, we were very impressed with the processing, review, and classification capabilities within Veritas eDiscovery Platform," Souza says. "We were also very impressed with the Veritas support team, and we are pleased that Veritas has an office in Sao Paolo."

Ultimately, Bordon adds, "we wanted to implement one of the best tools for search and analytics. Veritas eDiscovery Platform was the right choice."

IMPROVED EFFICIENCY, STRONGER SALES PITCH

GRC Solutions deployed Veritas eDiscovery Platform with the Processing & Analysis, Review & Production, and Identification & Collection modules. The firm chose to install the solution on premises. "The implementation process was beyond our expectations—it was an easy and fast deployment," Souza reports. "Veritas deeply understands our business, and communication was very good throughout the implementation process. Whenever we had a question, we got an answer very quickly."

Now, GRC Solutions is using Veritas eDiscovery Platform to accelerate evidence discovery in support of customers' legal and internal investigations. The solution's data indexing makes searches run faster and streamlines data review. A simple search takes three to five seconds, and the solution can process 1 GB of data within about a minute and a half. The keyword search preview capability within eDiscovery Platform further accelerates the process by enabling users to select relevant keyword variations, and remove false-positive variations, prior to running a search.

"The processing capabilities are really important because we receive a lot of information from our clients," Souza says. "Now we deliver results to customers 60 percent faster than we used to deliver them before we used Veritas eDiscovery Platform."

At the same time, the quality of Veritas search gives GRC Solutions confidence that search results are complete. eDiscovery can simultaneously search for multiple fields using Boolean, stemming, wildcard, fuzzy, and proximity searches. "We put the keywords in Veritas eDiscovery," Bordon says. "We can cross-reference the resulting information against reports. In addition to delivering results similar to those of other eDiscovery solutions, Veritas eDiscovery Platform delivers more qualitative results through artificial intelligence."

And because eDiscovery Platform tracks user actions from logins and data exports to searches and tagging, GRC Solutions' discovery services now have the highest level of defensibility.

GRC Solutions has also purchased Veritas Essential Support Services and Veritas Education Services. So far, Veritas has trained five GRC Solutions employees on use of the eDiscovery platform. "The Veritas training was amazing," Souza says.

The solution and training have enabled GRC Solutions to improve its internal processes. "Veritas eDiscovery Platform helps us run even more efficiently," Souza says. "We get a real operational gain on the investigation processes in the electronic discovery stage, saving us around USD150,000 a year by reducing the staff time needed to deliver the cases entrusted to us."

Best of all, use of Veritas eDiscovery is helping GRC Solutions win new business. "Veritas has a strong reputation in Brazil for providing excellent data protection," says Bordon. "Some of our customers are familiar with other eDiscovery solutions. When we tell them that we are now using Veritas eDiscovery Platform instead, they are very impressed. Veritas eDiscovery Platform has become a competitive differentiator for GRC Solutions.

"Veritas eDiscovery Platform is a more complete tool than the competing products," Bordon concludes. "It is helping GRC Solutions grow our business, and we expect the solution to pay for itself within two years."

BUSINESS PARTNERS

InventCloud is a cloud-driven company that partners with strategic technology vendors to offer complete, end-to-end, cloud-first solutions to its customers. Consulting services are also part of the InventCloud portfolio.

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Please contact your local veritas Sales Representative or Business Partner, or visit
Veritas eDiscovery Platform

ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies empowers businesses of all sizes to discover the truth in information—their most important digital asset. Using the Veritas platform, customers can accelerate their digital transformation and solve pressing IT and business challenges including multi-cloud data management, data protection, storage optimization, compliance readiness and workload portability—with no cloud vendor lock-in. Eighty-six percent of Fortune 500 companies rely on Veritas today to reveal data insights that drive competitive advantage. Learn more at www.veritas.com or follow us on Twitter at @veritastechllc.

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V0407 06/18