

PARTNER SUCCESS

KordaMentha

Partnering with Veritas to build a 50-Person Forensics Practice in Four Years, Leveraging Veritas™ eDiscovery Platform

To help clients meet tight eDiscovery deadlines, KordaMentha has used the Veritas™ eDiscovery Platform in many successful engagements. They have history with Veritas ever since the solution first became available in Australia and it has helped differentiate KordaMentha in eDiscovery engagements. Two KordaMentha forensic specialists explain how Veritas features enable clients to succeed in eDiscovery.

Clearing the eDiscovery hurdle

Imagine your organisation faces a major eDiscovery deadline just days or weeks away, with hundreds of thousands or millions of email messages and documents to search. Huge sums of money and large penalties are at stake. In this predicament, many law firms, companies, and government organisations are turning to KordaMentha, an advisory firm with a strong practice in forensics and eDiscovery.

KordaMentha, based in Australia, New Zealand, and Singapore, also has practices in corporate recovery, turnaround, restructuring, and real estate advisory services. Its forensic services practice is achieving remarkable success helping clients meet tight eDiscovery deadlines, conduct forensic accounting investigations, and perform data analytics. As a result, the forensics practice has grown from zero to more than 50 employees in just four years, and the computer forensics group recently doubled from 6 to 12 people.

Getting an edge in eDiscovery

One factor driving the firm's success in eDiscovery is a reputation for speed and effectiveness. "We can get people in front of relevant documents as quickly as possible—particularly emails," says Craig Macaulay, director at KordaMentha.

Another factor behind eDiscovery success is that KordaMentha is known for being innovative in coming up with new solutions in its region, says Nigel Carson, a partner in the firm.



KordaMentha

Partner profile

Website: kordamentha.com

Geographic area served:
Australia, New Zealand, Asia-Pacific

Headquarters: Melbourne, Australia

Target customer: Law firms,
small to large businesses, government

Serves company size: Law firms,
small to large businesses, government

Status: Veritas litigation support partner

Veritas solution focus: eDiscovery

"One client was a law firm that had in excess of 100,000 documents to examine in just three weeks. Veritas was clearly the only product that was going to be able to give us any chance of meeting that deadline; and it did."

Craig Macaulay

Director

KordaMentha

Finding Veritas

Several years ago, Carson learned about the Veritas eDiscovery Platform when it was first on the market, and he became influential in making the solution available in Australia. "We've used Veritas in more than 50 engagements since," Carson says.

Before choosing Veritas, KordaMentha had examined a range of eDiscovery solutions including Concordance from Lexis/Nexis, Summation from AccessData, Ringtail from FTI Technology, and Kazeon, now known as EMC SourceOne eDiscovery.

Case-based architecture and role-based authentication

One requirement the firm had, Carson explains, was to find a solution that enables legal counsel on either side of a case to look concurrently at the evidence and maintain privilege between parties involved such as the client and plaintiff and defendant attorneys. "At the time, we were sending them CDs and having them review two different sources," he says.

Veritas enables reviewers to look at the same items and tag them concurrently and securely, Carson adds. "One of the greatest features that I've found with Veritas is that you can easily partition the information between two or more parties in a case to facilitate privilege review and remove visibility to problem data like encrypted data, decode it and reintroduce it," he says.

Culling out non-relevant data fast

Another key driver behind the choice of Veritas is its ability to cull-out non-relevant data quickly, Carson explains. "We have to review thousands and even millions of emails, and Veritas has a great ability to render those numbers down fast with its many filters and advanced search options," he notes.

KordaMentha solution summary

Specializations

eDiscovery

Services provided

Business Process Management

IT Consulting

IT Implementation

Management Consulting

Training

Veritas products offered

Veritas eDiscovery Platform

Sample customer successes

See KordaMentha.com/our-stories

For more information on KordaMentha and other partner success stories, please go to www.symantec.com/partners

Ease-of-use is important, says Carson. "What initially sold us was the Veritas Platform point and click Web-based interface," he says. "It's easy to get someone doing the basic functions, and then introduce them to the more advanced features as they go. And that's compared to a fairly steep learning curve for some of the more traditional platforms such as Ringtail."

In the years since, some of the unique Veritas features have proven critical.

100,000 documents in three weeks

"One of our clients was a law firm that had in excess of 100,000 documents to examine in just three weeks," Macaulay remembers. "Veritas was clearly the only product that was going to be able to give us any chance of meeting that deadline." His team used Veritas to cull down the document set by 60 percent to 40,000 items that merited review. Ten reviewers then used Veritas to successfully produce 10,000 documents by deadline. Ultimately Veritas enabled the client to recognize just 10 percent of the total document population as actually relevant for production.

This rapid identification of critical data can be especially valuable under high profile situations and in the in the midst of litigation. Another client was a law firm that approached KordaMentha when it was already in court, and had become subject to orders about non-disclosure of documents. "They had been going through

the collection and review phase using the client's own tools when it became obvious that they had actually missed disclosing a number of documents," Macaulay explains. "Of course, they're on the back foot and had just three weeks to search for and disclose documents correctly. We used Veritas to meet that deadline for them and it was a huge success. They won on every count."

Answers in a weekend: no training needed

In another engagement involving Veritas, a criminal case had reached the High Court of Australia. "It was over the weekend," Carson says. "Suddenly, the prosecutors and defense realized that they had to have some answers by Monday when court next sat. There were thousands of emails contained in a single PST container that needed to be reviewed before then."

"Veritas had provided a great lead into further investigative work by quickly empowering the client to conduct the searches themselves and, with almost no training, they quickly uncovered blatant intellectual property theft hidden amongst the deleted document set."

Nigel Carson
Partner
KordaMentha

Both sides had to answer questions and develop a defense or prosecution strategy based on messages in the file, Carson adds. "There was no other tool at that time that could have assisted them over a single weekend," he says.

Neither the prosecutors nor the defense had ever seen Veritas, and neither had much technology experience, Carson notes. He took half an hour to prepare an email with some basic instructions and attached the User Review Guide from Veritas. "That was all they needed," he says. "I didn't need to give them any training at all. I included my cell phone number, but my phone did not ring once. They found what they needed by Monday. The experience really resonated with them, and they'll use us again on a big job."

Find the right custodians fast

Several other Veritas features make key differences again and again, Carson and Macaulay say.

One is the Participant Picker. "It really stands out compared to some other tools," Carson says. "Veritas enables wildcard searches on email addresses to get all the permutations of email names, revealing possible variations in the domain names. It's a powerful way of getting a list of potential emails that relate to a custodian." It's also a good tool for protecting privileged communication, Carson adds. "It helps exclude documents between a number of different law firms and the client."

Narrow search terms down quickly

Another Veritas feature that has proven especially useful is transparent searching. "You can run searches and see all the potential wildcard variations of the searches," Carson explains.

Veritas displays an instant look-up through the Veritas index that shows how many documents are going to be responsive to a given term and variations of the term. "You get quick feedback on how useful a search term is," Carson says. "You can export that information to a spreadsheet and provide it to the clients. They can see the kinds of hits we're getting. They can make decisions as the search set is changed. There's a defensible process in place which is recorded and auditable."

Carson used the feature when a client asked him to run a search using 500 search terms on a base of about 20,000 files. "The client had a list of specific AutoCAD files they were concerned about," Carson says. "Veritas enabled me to drop the list into a text file and then copy and paste all those terms straight into the advanced search. I had to do them 100 at a time."

It took only 5 searches across 500 potential search zones. "Veritas made my life easy, and it impressed the client that we could run those searches so quickly—a lovely small sample of seven hits came back in about a minute," Carson reports. "I don't know another tool that could do that."

Spot gaps easily

Another useful Veritas feature is to spot gaps in a collection of messages using preprocessing graphical charting, says Carson. "We can present a chart to the client showing that among the messages collected, we're missing a few months or a complete year," he notes. "This is powerful. Clients want to know now rather than during litigation when the other side points it out."

Identifying intellectual property theft in just 48 hours

Veritas proved useful when one of KordaMentha's clients had several employees quit and start another firm. Several customers then stopped doing business with that client. The employees had taken intellectual property with them, the client suspected, but had no proof.

Carson recovered thousands of deleted messages and documents from the employees' old systems and loaded them into Veritas. "Clients were uncertain what they would find amongst the deleted data," he says. "But sure enough, one of the deleted documents clearly implicated the competition. The employee had written a long-term customer about the firm they were starting and that they hoped to retain the relationship. That customer had stopped doing business with the client. Veritas had provided a great lead into further investigative work, recognizing blatant intellectual property theft hidden amongst the deleted document set."

Minimizing eDiscovery risks

All organisations, Carson and Macaulay recommend, can benefit from "discovery readiness."

Two steps are involved, says Carson. "An organisation should understand where its data is and be able to produce documents in a reasonable timeframe," he suggests. "Having a solution such as Veritas eDiscovery Platform in place can help you quickly understand exposure, and then be able to produce information in a way that's fair and reasonable. In a number of instances, we've seen that it can pay for itself in one case."