

Emerging Digital Sources Discovery & Governance

Discovery and Governance for chat and messaging, social media, collaboration tools, productivity platforms and other cloud based applications.

COMMON EMERGING DIGITAL SOURCES

Contract discovery and collection, including CMS/database extraction

- SMS\MMS
- Bloomberg Chat
- Slack
- iMessage
- Salesforce Chatter
- Skype
- WeChat
- HipChat
- Facebook Messenger
- LinkedIn Messaging
- Google Talk
- Symphony
- Twitter Direct Messages
- Zendesk Chat
- Voxel
- Yammer

Productivity Platforms

- Microsoft 365
- G Suite
- Atlassian

Platform as a Service

- AWS
- Azure
- Heroku
- Force.com

Source Code and Version Control

- Microsoft Team Foundation Server
- GitHub
- Bitbucket Server

Social Media

- Facebook
- Twitter
- Instagram
- Pinterest

An array of emerging digital sources, including chat and instant messaging applications, collaboration tools such as Slack, social media and cloud-based platforms have become standard inside organizations around the globe. Yet many companies are unable to control the growth, management and discovery of these new data formats. To compound this problem, third parties typically host the data, but lack standard export workflows or preservation policies, making it difficult to obtain, quantify or assess. And, should the data be relevant for a legal or regulatory matter, few e-discovery applications enable legal teams to organize or review it in context with other information.

Discovery and Governance for Emerging Digital Sources

To address this problem, FTI Technology provides expert services and proprietary technology that can pull data from a wide variety of emerging digital sources, visually organize it in a way that is easy to understand and review, and integrate it into the organization's choice of platform as part of a regular e-discovery process, investigation or regulatory response. FTI Technology also provides services to help organizations proactively organize and better manage and protect digital sources as part of a comprehensive information governance program. As a whole, these solutions are aimed at giving organizations faster and more actionable insights from all across the emerging data source universe.

Quickly Collect, Review and Produce

FTI Technology partners with clients to develop a strategic and economic approach to collecting, processing, analyzing and reviewing the full spectrum of emerging data sources. Organizations can view this data alongside more traditional electronically stored information to quickly understand and act upon the content for legal matters, investigations or regulatory responses. FTI Technology professionals utilize defensible tools and methodologies to ensure that even the most complex new data source is handled in a forensically sound manner.

Spotlight on Chat Data

Chat is perhaps the most critical and difficult emerging data source to assess. In some highly regulated industries such as finance, chat has become the primary communication mechanism. As a result, chat logs are of high importance during investigations or for legal and regulatory responses. And while logs are usually available, they are only viewable in difficult-to-parse formats, which forces legal teams to review them slowly and painstakingly - apart from more traditional electronically stored information. FTI Technology's chat data solution gives legal teams the power to connect directly to the source and transform indecipherable communication logs into easy to understand and review conversations. This allows teams to integrate chat strings into the normal workflow in their chosen e-discovery platform and save a significant amount of review time - while enabling more powerful insights into chat data.

Better Manage, Protect and Remediate

Beyond reactive matters, FTI Technology provides information governance services to help organizations proactively manage and protect emerging digital sources. Using industry-leading software and proven methodologies the FTI team enables organizations to tackle such challenges as:

- Storing sensitive data, including client information and proprietary intellectual property
- Securing data against internal and external threats
- Managing data in compliance with regulations ranging from HIPAA to the General Data Protection Regulation (GDPR)
- Identifying and disposing of old or redundant data
- Migrating data to cloud applications (i.e. Microsoft 365, G Suite) and remediating information within legacy systems
- Updating litigation hold, preservation and e-discovery processes and technology to encompass new data sources
- Ensuring proprietary data remains secure when employees leave, as companies acquire and divest assets, or in other similar circumstances
- Managing change within the organization and providing effective communications and training for new processes

Flexible Engagement Options

FTI Technology's emerging digital sources discovery and governance services are tailored to meet specific client needs. Whether you need a trusted advisor to assist with digital messaging data for one legal matter, or an on-site secondment to perform a complete transformational service, FTI Technology can right size the approach for you.

Trusted Global Leaders in Information Governance, E-discovery and Investigations

FTI Technology has over a decade of experience in information governance, e-discovery, data security and investigations. FTI Technology is comprised of J.D.s, MBAs and practitioners with a wide range of legal, technology and security certifications. These include CISSP, CIPP/US, EnCE, ACEDS, AccessData Certified Examiner, Exterro Platform Administrator, Relativity Certified Administrator, and Ringtail Administrator certification. Our team can develop defensible documentation and has the credentials and experience to testify in court about the methods used for any information governance project.

About FTI Technology

FTI Technology solves data-related business challenges, with expertise in legal and regulatory matters. As data grows in size and complexity, we help organizations better govern, secure, find, analyze and rapidly make sense of information. Innovative technology, expert services and tenacious problem-solving provide our global clients with defensible and repeatable solutions. Organizations rely on us to root out fraud, maintain regulatory compliance, reduce legal and IT costs, protect sensitive materials, quickly find facts and harness organizational data to create business value. For more information, please visit www.ftitechnology.com.



TIM ANDERSON

Managing Director
+1 (415) 293-4483
tim.anderson@fticonsulting.com