



# INFORMATION GOVERNANCE, PRIVACY & SECURITY SERVICES

REDUCING COST AND RISK

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EXPERTS WITH IMPACT™



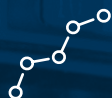


# Corporate data, whether stored on servers, in the cloud or on employee devices, **presents new challenges and opportunities for your organization.**

As data volumes increase, these challenges include safely and defensibly:

- Mining corporate data to find and act upon key information quickly
- Storing sensitive data, including client information and proprietary intellectual property
- Securing data against internal and external threats
- Preparing information technology, compliance and legal teams for the General Data Protection Regulation (GDPR)
- Disposing of old or redundant data to reduce storage costs and reduce risk
- Migrating data to cloud applications (i.e. Microsoft Office 365, G Suite) and remediating information within legacy systems
- Updating litigation hold, preservation and e-discovery tools and processes for greater efficiency
- 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 on new processes
- Developing and implementing information governance policies that do not disrupt the business





**40% to 60%**

The average YOY growth rate of corporate data<sup>1</sup>



**40%**

The percentage of all data that will live in or pass through the cloud by 2020<sup>8</sup>



**15.1%**

The average corporate turnover rate, resulting in 'abandoned' data<sup>2</sup>



**\$3.62 million**

The average cost of a data breach, or about \$141 per compromised record<sup>9</sup>



**\$1,593**

The cost to store 1 TB of data for one year<sup>3</sup>



**\$18,000**

The cost to review 1 GB of data<sup>4</sup>



**€20 million**

Potential fine for a data breach under the GDPR<sup>5</sup>



**100,000**

The number of companies that will store over 1 PB of data by 2020<sup>6</sup> (This is 100% larger than the printed collection at the Library of Congress<sup>7</sup>)

<sup>1</sup> Source: Computerworld article: "Data Growth Remains IT's Biggest Challenge, Gartner Says" by Lucas Mearian, November 2010

<sup>2</sup> Source: Data Center Journal article: "What's Abandoned Data Costing You?" October 2, 2014

<sup>3</sup> Source: IT Key Metrics Data 2017: Key Infrastructure Measures: Storage Analysis: Multiyear, by Linda Hall, Eric Stegman, Shreya Futela and Disha Gupta, Gartner, December 12, 2016.

<sup>4</sup> Source: RAND Study: Where the Money Goes, 2012

<sup>5</sup> Source: "Consequences for GDPR Violations" by Anna Myers, March 23, 2016, IAPP

<sup>6</sup> Source: CSC Study "Data Revolution" 2011

<sup>7</sup> Source: High Scalability Blog post "Hos Big is a Petabyte, Exabyte, Zettabyte, or a Yottabyte?" September 2012

<sup>8</sup> Source: IDC Study: The Digital Universe of Opportunities: Rich Data and the Increasing Value of the Internet of Things, April 2014

<sup>9</sup> Source: IBM and Ponemon Institute Research study: 2014 Cost of Data Breach Study: United States, May 2014

# Agile Solutions

## Reduce Cost & Risk

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FTI Technology's Information Governance, Privacy & Security (IGP&S) services provides the people, process and technology to deliver concrete improvements with demonstrable value for organizations. We assist in developing, implementing and documenting information governance programs that reduce corporate risk, secure data, improve the e-discovery process and enable faster and deeper insight into data. These programs include:



### **MIGRATION TO CLOUD APPLICATIONS, INCLUDING OFFICE 365**

Negotiating contracts with cloud providers that empower your organization to meet its Information Governance demands is often a complex process. For many organizations, porting over data from on-premises legacy systems to new cloud applications is a challenge as well. FTI Technology can migrate your data to the cloud, keeping important data security and retention policies in place, and without disrupting the business.



### **GDPR READINESS**

For companies managing data of European citizens – whether employees or customers – FTI Technology can help identify and implement global GDPR readiness programs that ensure buy-in from key stakeholders across legal, IT and compliance. From a GDPR risk assessment, to conducting an inventory of personal data sources, to decommissioning legacy databases, FTI Technology can ensure an actionable and efficient program.



### **SCAN AND QUARANTINE SENSITIVE DATA, INCLUDING PERSONALLY IDENTIFIABLE INFORMATION (PII) AND TRADE SECRETS**

Ensure your sensitive data is not falling into the wrong hands. FTI Technology can create new security safeguards for sensitive data that automatically alert information governance professionals of unsecured sensitive data before a breach. We can also identify and remediate data or scan "BYOD" devices for relevant data before employees leave the organization.



### **LITIGATION HOLD AND PRESERVATION OPTIMIZATION/ E-DISCOVERY READINESS/ MEET & CONFER**

Many companies already have solid skills and existing technology for e-discovery, but are interested in improving performance against benchmarks, and in gaining efficiencies via adjustments to their existing processes, procedures and technology. FTI Technology can streamline your process, technology and workflow across matter management, litigation hold, identification, preservation, collection, analysis and review.



### **DIVESTITURE DATA SEGREGATION**

Whether for a divestiture, spinoff, large asset or line of business sale or liquidation, organizations may need to segregate previously shared data. This can be a complex process given today's global, mobile and collaborative work environments. FTI Technology can appropriately segregate organizational information, document the process, and limit the risk of future third-party subpoenas charging that data is in the "possession, custody or control" of the wrong party.



### **BACKUP REMEDIATION**

Failing to manage backup archives drives up storage costs and increases the likelihood that information found in backup sources will be relevant to future legal matters. This can further drive up the cost of e-discovery and expose organizations to unnecessary risk. With FTI Technology, you can create a plan to systematically evaluate and reduce your preserved backup tapes, update your disaster recovery policy and include provisions to safely eliminate backups after a set period of time.



### **ARCHIVE MIGRATION AND REMEDiation - SOCIAL MEDIA AND MESSAGING PLATFORMS**

Our team can work with you to better optimize or replace your existing archive, migrate legacy data to new platforms and safely remediate the old applications and the data contained within. In addition, FTI Technology ensures that data from social media and messaging platforms are aligned with legal hold and regulated retention policies.



### **FILE SHARE CLEANUP**

All too often, organizations use file shares as the dumping ground for massive amounts of redundant, obsolete and trivial information. FTI Technology can align retention policies and legal holds to defensibly dispose of unnecessary data and reduce both cost and risk.



### **WORKSTATION & FORENSIC IMAGE REMEDIATION**

If you frequently respond to preservation obligations, your forensic image stores will accumulate quickly. This stockpile of images can not only become costly to maintain, but also may become subject to discovery. FTI Technology can reduce this expense and risk by updating your master list of legal holds, scanning old forensic images for only the data that must be held, remediating any unneeded data and bringing this pool into better alignment with organizational goals. In addition, FTI Technology can work with you to refresh and enforce policies for managing workstations when employees leave or join the company.

## Information Governance, Privacy & Security (IGP&S) programs, continued:



### DECOMMISSION AND DISPOSE OF BUSINESS APPLICATIONS IN A DEFENSIBLE MANNER

Business applications can contain extremely sensitive information, from trade secrets to Social Security numbers to credit card information. FTI Technology can migrate your data to new business applications and make sure your old application, and the data within it, is defensibly remediated.



### MODERNIZE MESSAGING POLICIES

Messaging is perhaps the most relied upon system in an organization, and many are close to the breaking point due to rapid data growth and outdated processes. Many organizations need to re-evaluate which mailboxes, archives and user email files (like PSTs) to journal, archive, or remediate. FTI Technology's service will help you develop and implement new policies, including auto-deletion and storage quotas, in the context of evolving technology and changing legal requirements.



### ENTERPRISE CONTENT MANAGEMENT (ECM) AND SHAREPOINT MIGRATION AND DECOMMISSIONING

FTI Technology can move your data to new ECM or SharePoint systems without disrupting business and make sure the old applications are appropriately decommissioned in a way that minimizes risk. This includes appropriately archiving and disposing of dormant repositories.



### VOICE AND AUDIO READINESS

New regulations require corporations to archive and have easy access to voice and audio recordings. The FTI team can help you prepare by developing and implementing defensible voice and audio archiving policies in alignment with broader information governance initiatives.



### FIND KEY DATA

As data volumes increase, corporations are challenged in pinpointing important data within both structured and unstructured sources. The FTI Technology team can help you identify and locate this valuable data through a combination of our award-winning analytics technology and the skills of our experienced investigative team.

# Flexible Engagement Options

FTI Technology's Information Governance, Privacy & Security Services are tailored to meet specific client needs. Whether you need a trusted advisor to assist with evaluating a new technology, a quick data migration project, an on-site secondment by an FTI professional or a complete transformational service, FTI Technology can right size the approach for you.



## **Auditing & Continuous Improvement**

Expert Witness Testimony, Affidavit and Other Regulatory & Tribunal Support



ROI/NPV-Based  
Business Case  
Creation. Risk  
Assessment &  
Maturity Model  
Benchmarking



Program &  
Process Design/  
Optimization



Technology  
Requirement  
Creation &  
Technology/  
Solution  
Evaluation



Technology  
& Process  
Implementation



Short-Term  
Managed Service  
& Training/  
Transition to  
Client



Long-Term  
Turnkey Managed  
Service

# Information Governance, Privacy & Security Services at Work

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## CASE STUDY

### SECURING DATA IN DYNAMIC WORK ENVIRONMENTS

**Need:** Technology company needed to ensure that outgoing employees left without taking the organization's proprietary data with them.

**Complications:** Client employees in several locations required teams to be in multiple places at once. Deeply technical materials demanded a team with sophisticated understanding.

**Result:** The FTI Technology team developed a process that included interviewing departing employees to identify where specific documents resided, facilitating agreements between all parties regarding which documents should be deleted, collecting and remediating relevant documents and creating a detailed affidavit that outlined the process and included testimonials regarding its completeness and thoroughness.

## CASE STUDY

### UPDATING E-DISCOVERY PROCESSES FOR GREATER EFFICIENCY AND COST-SAVINGS

**Need:** A Global 500 energy company needed updated e-discovery software to better manage growing data volumes and e-discovery requests.

**Complications:** Many of the company's matters were on similar issues with overlapping custodians and the existing process and tools did not allow them to re-use attorney work product across multiple matters. In essence, they were "re-creating the wheel" each time they moved a case through the process, even though the case might have been 90 percent similar to 100 other just-completed cases.

**Result:** FTI's Information Governance leadership assisted in updating the company's e-discovery process, including documenting processes and requirements, evaluating offerings and deployment options, and developing best practices for greater data re-use.



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#### CASE STUDY

##### REMEDIATING IP UPON THE BREAKUP OF A PARTNERSHIP

**Need:** Two high-tech companies were separating from their partnership.

**Complications:** Employees from both organizations had IP for remediation across multiple networks, devices and physical locations.

**Result:** FTI Technology worked with internal counsel from both companies to develop and implement an action plan for identifying data for remediation. Prior to any actions, the parties agreed to generate copies of interest to the other party then deleted those documents from the other entity's equipment. Once that process was complete, FTI Technology drafted a certification that outlined the methodologies and steps performed, underscoring those were performed with accuracy and completeness.

#### CASE STUDY

##### EVALUATING LEGAL NEEDS AND SAFELY MIGRATING TO MICROSOFT OFFICE 365

**Need:** A private manufacturing company wanted to modernize its systems and adopt a cloud-first strategy, including a move to Microsoft Office 365 for cost-saving benefits.

**Complications:** The legal team needed to make sure that the company's long-term governance and compliance needs would be met.

**Result:** FTI Technology performed a series of interviews across teams to gather requirements and created a gap analysis to help the company determine whether Microsoft Office 365 would meet all the company's needs or if the addition of third party tools were necessary. In addition, based upon the strength of FTI Technology's team, the company hired FTI to develop and manage the RFP process. The manufacturing company has also asked FTI to deploy Office 365 and implement the third party governance tools, further reducing IT costs while ensuring program continuity and long-term defensibility.

A satellite night view of Earth, showing the glowing lights of cities and urban areas over landmasses. The image is dominated by the bright yellow and orange lights of cities, contrasting with the dark blue of the oceans. The perspective is from space, looking down at the Earth's surface.

Trusted **global leaders** in  
information governance, e-discovery,  
and investigations

# About FTI Technology

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FTI Technology has over a decade of experience in information governance, e-discovery, data security and investigations. The IGP&S team 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. For more information on how FTI Technology can help you reduce risk and cost with Information Governance, Privacy & Security services, please contact us at [ftitechsales@fticonsulting.com](mailto:ftitechsales@fticonsulting.com) or visit [www.ftitechnology.com](http://www.ftitechnology.com).

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](http://www.ftitechnology.com).





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### About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities. For more information, visit [www.fticonsulting.com](http://www.fticonsulting.com) and connect with us on Twitter (@FTIConsulting), Facebook and LinkedIn.

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