CASE STUDY

A large corporation must collect email data for possible patent infringement lawsuit.

Data collection tool saves IT manager valuable time and resources by capturing legacy data with no impact to their live production Microsoft® Exchange Server.

The Background

The proliferation of electronic data has resulted in an increase of stored data volume and requests to locate and restore specific messages or mailboxes. When situations of litigation arise, IT administrators are tasked with identifying, preserving, and collecting potentially relevant metadata from live environments, as well as backups, with minimal disruption and resources. It's imperative that companies have a consistent and defensible preservation and collection process. The failure of adequately retaining and producing email records have cost companies millions of dollars, demonstrating the importance of having the right data collections tool.

The Situation

An IT manager for a large corporation has been asked to collect past email data for employees to be used in pending litigation. They have been informed that a competitor will be suing them for possible patent infringement. Legal has given the IT team two days to collect email from users who may be involved. Due to the time constraints given by the legal team's request, the production Exchange server cannot be taken offline or disrupted.

To make matters even more difficult for the IT team, there wasn't adequate time or resources available to setup a recovery server or bring in a third-party collection service. Additionally, the backups of the email from the requested time period were in a format that wasn't currently supported.

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The Solution

The IT manager contacted Kroll Ontrack and purchased Ontrack® PowerControls™ software. Within minutes of installation, she was able to use the software ExtractWizard to begin extracting the Personal Storage Table (PST) files from the backups and Exchange Database (EDB) files. Using the simple and intuitive interface of Ontrack PowerControls, she was able to rapidly browse the EDB files for the mailboxes of the custodians and identify the precise emails to extract, instead of having to collect a larger set of data, effectively reducing the amount of unnecessary data to analyze.

The Resolution

Ontrack PowerControls software made it easy for the IT team to locate the mailboxes and date ranges for the requested custodians. They were able to immediately eliminate several time consuming and expensive resources that may have otherwise been necessary. Without the software they may have had to purchase an additional Exchange license or copy of the legacy backup software, setup a backup server, or contract a third party data collections company. And most importantly, the IT team was able to meet the legal department's requirements by discovering the requested data and exporting it in a forensically sound format, a necessity when analyzing data in an ediscovery platform.

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