



Uncovering a better way to support eDiscovery.

OVERVIEW

Veritas Accelerates eDiscovery While Reducing Resource Requirements

Among its many other tasks, the Veritas Technologies Enterprise IT group is responsible for supporting eDiscovery, the parsing and identification of relevant email messages and other communications for purposes such as internal audits, legal defense, and regulatory compliance. To store and retrieve this data, Enterprise IT deployed Veritas Enterprise Vault and Discovery Accelerator. Built-in indexing capabilities mean eDiscovery searches complete much more quickly and consume much less staff time than an alternative solution would require.

LEGAL DISCOVERY DEMANDS THE RIGHT TECHNOLOGY

Like every global company, Veritas periodically has needs requiring discovery of internal communications. “We must be able to rapidly search, identify, and analyze discrete data objects in our various data repositories to serve business and regulatory requirements,” explains Don Shields, director of security investigations and eDiscovery for the Veritas Enterprise IT Global Security Office. His team supports legal litigation and investigation processes for the Veritas corporate legal, HR, risk assurance, and security functions.

“We are responsible for the identification, collection, processing, review, and preservation of evidence and legal-hold data,” Shields says. “There are many different reasons we need to manage this information, from compliance requirements to internal forensic reviews or inquiries.”

That said, storing many years’ worth of data would be both cumbersome and expensive. When Veritas spun off from Symantec in 2016, its IT function established a strict retention policy for emails and other communications data. “We decided not to over-preserve email in huge databases,” Shields says.

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ORGANIZATION PROFILE

Website: www.veritas.com

Industry: Technology

Headquarters: Santa Clara, CA

Employees: approx. 6,100

KEY CHALLENGES

Veritas™ Technologies needed a data retention solution to save emails and other messaging for purposes of legal discovery and response to data subject requests under the General Data Protection Regulation (GDPR). The solution needed to be both reliable and efficient.

SOLUTION

The Veritas Enterprise IT group deployed Veritas Enterprise Vault™ for data storage and indexing, and Discovery Accelerator to search that data.

BENEFITS

- Emails, Slack and Microsoft Teams messaging, and other communications all archived in one location
- Legal holds consolidated across messaging platforms
- Rapid access to eDiscovery data for legal team
- Data updates in nearly real time for eDiscovery archive
- Minimal staff time required to manage eDiscovery processes
- Easy access for Enterprise Vault archive end users

At the same time, Veritas developed a clear eDiscovery policy. The company would store a copy of every email users sent or received in a separate archive, for the length of the corporate retention period. Accomplishing this objective required a data retention solution with journaling functionality that could capture all incoming and outgoing emails. The ideal solution would incorporate communications via other messaging solutions, such as Slack and Microsoft Teams, as well.

"Having so much information in one location enables us to search quickly and efficiently, which means our legal teams can get the information they need with minimal delay."

Don Shields, Director, Security Investigations and eDiscovery, Enterprise IT Global Security Office, Veritas Technologies

STREAMLINED AND CONSOLIDATED ARCHIVING

The Veritas IT group considered Veritas Enterprise Vault, but the choice wasn't preordained. "Our default is definitely to review Veritas solutions as part of our architectural decision-making, but we are not tied to Veritas solutions," Shields says. "We select the solutions that will work together to serve our business, technical, and security requirements."

Due diligence revealed that the combination of Enterprise Vault and Enterprise Vault Discovery Accelerator was the right choice to meet the company's needs. Veritas deployed Enterprise Vault in an on-premises VMware-based virtual environment. In addition to archiving messages for internal Microsoft Exchange users, the IT team set up Enterprise Vault journaling feeds through which every incoming or outgoing email is routed to an SMTP archive designed specifically to support eDiscovery.

One benefit of this environment is end-user accessibility. "From an end-user perspective, Enterprise Vault is platform-agnostic," says Chris Thomas, senior messaging and archive engineer. "End users can search their archives from an iPhone, an Android device, a Mac, or a PC; it has a common interface across all these technology platforms."

Veritas is now shifting all 8,500 of its Exchange mailboxes to Office 365 in the cloud. The ability to leverage Enterprise Vault in support of eDiscovery processes remains critical. "Our users are communicating in many different SaaS [software-as-a-service] applications," Thomas says. "We need to know what users are doing in each of these solutions, and we need to capture that information for legal discovery."

To that end, Veritas IT implemented a third-party plug-in to Enterprise Vault that brings Slack messages and Microsoft Teams data into the Office 365 eDiscovery archive. "One of the benefits of the SMTP archiving in Enterprise Vault is that we can use it across a broad swath of cloud-based applications if there's a connector available," Thomas says.

ACCELERATING EDISCOVERY

The results of data consolidation can be significant. “Having so much information in one location enables us to search quickly and efficiently,” Shields says, “which means our legal teams can get the information they need with minimal delay.”

Search performance is improved further by a proprietary SQL Server-based engine within Enterprise Vault that indexes all incoming data. Discovery Accelerator leverages the prebuilt indices to speed up eDiscovery processes.

“Because it searches the index, Enterprise Vault does not have to load or process email prior to each search,” Shields explains. “This enables us to rapidly and effectively perform iterative searches.” For example, he says, “when we need to change date ranges, add an email address, or increase the scope of a search in Discovery Accelerator, we just add another search in the same case, and it’s quickly available for review.”

Thomas concurs: “If you’re looking for a wide set of information across a large time frame, Discovery Accelerator does an amazing job of finding that data and pulling it out. I don’t think there’s another solution in the marketplace that can touch the speed with which Discovery Accelerator can extract information from our archives.”

Just as important, Enterprise Vault also accelerates ingestion of data. “Whether it’s something happening in Slack or an email message, we can ingest that communication, from creation into Enterprise Vault, in around five minutes,” Thomas says. “This means the data is available on the back end, for eDiscovery purposes, in almost real time.”

IMPROVED STAFF EFFICIENCY

Enterprise Vault and Discovery Accelerator also collect and store legal-hold data at both an archive level and a journal level. Because the storage is centralized, legal holds are performed in one place. Even if an email is deleted from Office 365, the journal archive copy remains intact.

“We are able to do our email legal holds right in this one location,” Shields says. “If we did not have Enterprise Vault, we would have to run exports and then store legal-hold data in additional repositories. Having that information in one location, available for immediate export or searching, is invaluable.”

Not only does the combination of Enterprise Vault and Discovery Accelerator speed up the receipt of requested information, but it also reduces the staff resources required to handle eDiscovery. “Once you have Enterprise Vault configured, it just hums,” Thomas says. “The technology does not require much effort day-to-day.”

Shields agrees. “Enterprise Vault has allowed me to keep my team relatively lean,” he says. “If we didn’t have this solution, we would be doing a lot of exports, a lot of manual work involving collection and management of data stored in alternative locations. My group would rather be doing higher-level work than constantly running exports from different email and messaging data repositories. And that is exactly what Enterprise Vault and Discovery Accelerator enable.”



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Chris Thomas, Senior Messaging and Archive Engineer, Veritas Technologies

FOR MORE INFORMATION

Please contact your local Veritas Sales Representative or Business Partner, or visit [Veritas Enterprise Vault](#)

ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies is a global leader in enterprise data management – our software and solutions help organizations protect their mission-critical data. Tens of thousands of businesses, including 97% of Fortune 100 companies, rely on us every day to back up and recover their data, keep it secure and available, to guard against failure and achieve regulatory compliance. In today's digital economy, Veritas delivers technology that helps organizations reduce risks and capitalize on their most important digital asset – their data. Learn more at www.veritas.com or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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