

Case Study

legal

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Resolving a Client's Employment Matter with Ricoh's eDiscovery Expertise

The Ricoh team brought to the table the eDiscovery expertise, cutting-edge technology and forensic experience needed to enable a law firm to successfully negotiate and resolve an employment law matter for its client.

ABOUT THE CUSTOMER

The customer is a premier law firm serving the legal needs of businesses in the Pacific Northwest. With a history dating back more than a century and approximately 165 attorneys in six cities, the law firm provides a broad range of business transaction, real property and litigation services for many of the region's leading companies, from Fortune 500 enterprises to entrepreneurial start-ups and privately held businesses.

CHALLENGE

Ricoh had provided document management solutions for the law firm for a number of years, but did not have an opportunity to work with the firm on any matters requiring an eDiscovery solution. However, when an employment matter involving a complicated eDiscovery issue arose for one of the firm's major clients, the firm turned to Ricoh for assistance. The firm was aware of the comprehensive portfolio of eDiscovery solutions and the national reputation for eDiscovery technology and expertise of Ricoh Forensics. As the first private computer forensics lab accredited by the American Society of Crime Laboratory Directors/Laboratory Accreditation Board, Ricoh Forensics has a team of forensic experts with more than 50 years of combined industry experience. It offers corporate counsel and law firms a full suite of capabilities for the identification, collection, verification, logging and analysis of electronically stored information (ESI).

CHALLENGE

- Assist a law firm in resolving a complicated employment law matter involving the misappropriation of sensitive company data by a former employee of the law firm's client

SOLUTION

- Provide the eDiscovery expertise and forensic capabilities needed to devise a cost-effective and carefully executed plan for identifying and removing the client's sensitive data from its former employee's personal electronic accounts

RESULTS

- The successful negotiation of a full resolution of the matter that completely preserves the integrity of the law firm client's sensitive data

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SOLUTION

The employment matter involved a former sales employee that the client company suspected had misappropriated sensitive and proprietary customer information. The company became aware of the issue when its Human Resources department audited the company email account of the former employee and saw what appeared to be transfers of company information to personal data accounts, such as Gmail, Dropbox and iCloud.

In the course of negotiations between the law firm and counsel for the former employee, an agreement was reached to allow an audit of these personal data accounts. The Ricoh team met with counsel for the parties to provide the expertise needed to devise a cost-effective plan to search for, verify and remediate company data contained in the personal accounts. The plan included the development of a list of relevant search terms and an efficient, comprehensive and documented search strategy, a procedure for privilege review by the attorneys and a plan for follow-up verification to ensure that company data was effectively remediated from the personal accounts.

Once the eDiscovery plan was agreed to by the parties, Ricoh's forensic experts conducted an exhaustive search of the electronic accounts utilizing advanced forensic techniques and industry-leading software tools to identify,

document and remove all company data. The techniques employed included a means for extracting text from documents that are not text searchable, such as certain types of PDF files. The Ricoh team recommended a follow-up search after removing the company files to confirm that all of the company data had been discovered and remediated. This follow-up search revealed that some company data had repopulated on the former employee's iCloud account. Further analysis traced the information to an iPhone not previously identified in the negotiations. Additional negotiations resolved the matter and the law firm's client was satisfied that its sensitive data was secure.

RESULTS

The Ricoh team brought to the table the eDiscovery expertise, cutting-edge technology and forensic experience needed to enable the law firm to successfully negotiate and resolve the employment law matter for its client. The comprehensive, cost-effective and carefully executed plan for removing the company's sensitive data from the personal accounts allowed the matter to be resolved through negotiations, avoiding the expense of litigation and providing the law firm's client with the peace of mind that its data was secure. Thoroughly impressed with the Ricoh team, the law firm's attorneys plan to call on Ricoh again when another eDiscovery issue arises for one of its clients.

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