

Review: Intella 1.3.1 eDiscovery Software

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Intella 1.3.1

www.vound-software.com

TechnoScore: 4.8

1 = Lowest Possible Score;
5 = Highest Possible Score

You ask your client for all responsive documents. Your client hands you a DVD. Easy, right? Not if that DVD contains tens of thousands of email messages and other electronic documents. How can you access and cull the data to find the relevant documents? Vound Software claims that Intella, its eDiscovery software, can help litigation teams with this task. But how well does Intella work? In this TechnoFeature, trial technology and computer forensics consultant Bruce Olson reviews Intella and reports on his experience using it in his practice.

INTRODUCTION

Before the era of electronic discovery, a favorite way to confound the opposition was to make a warehouse full of records available for review, handing the key to the attorney and saying "Have at it, you've got 24 hours to complete your review." Paralegals and attorneys found themselves searching through box after box of documents to locate relevant materials that were disorganized, miscategorized, or even intentionally hidden in plain sight.

In the electronic world the equivalent of this practice is the data dump. Opposing parties turn over disks, DVDs, and hard drives full of gigabytes of data,

all in native format without an index or way to intelligently review the materials produced. Since email is such an important component of modern eDiscovery, it is also common to receive the contents of multiple custodians' email accounts as PST files, each of which is several gigabytes in size.

Intella 1.3.1 by Vound Software is an eDiscovery software program that processes and analyzes raw electronic materials to locate those that are truly relevant. It offers visualization tools to help better understand the collection. It can search email, attachments, archives, headers, and metadata. Intella can group and trace email threads. It can preview, cull, and de-duplicate the collection. You can then produce the relevant documents in PDF or PST format.

BASIC REQUIREMENTS AND OPERATION

Intella is simple to install and use. It is designed to operate on computers that are "off the shelf." It supports Windows 2000, 2003, XP, Vista, and Windows 7. The minimum hardware configuration is an Intel Pentium 4 2 GHz with 2 GB RAM. An Intel Core Duo CPU with 4 GB RAM is recommended.

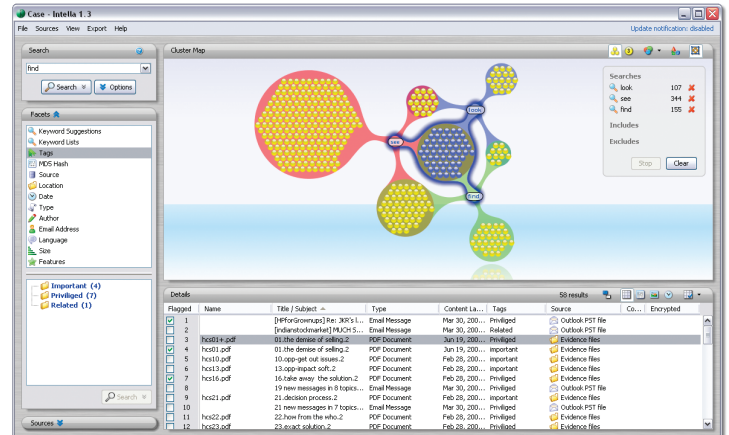
When you start the program you either open an existing case or start

a new case in the Intella Case Manager. A new case contains the case name, a description of the case, the name of the primary investigator, and a data folder that stores the case contents.

You add source data using the "Add New Source" wizard. You can load a folder of materials, or individual PST, OST, DBX, NSF, or Mbox files plus IMAP accounts. Intella can also handle Word and PDF documents, PowerPoint presentations, and Excel spreadsheets. Once you add the new materials Intella indexes them. You should set the index options to include subfolders and hidden folders and files. The indexing process will also create MD5 hashes that you can later use to dedupe the collection. Once the indexing is complete you can begin the process of reviewing the collection for relevant materials.

DESKTOP LAYOUT

The desktop layout is straight forward. On the left side is a Search Tool panel and below it a Facets panel. On the right is a Cluster Map, which provides a graphical



visualization of the search results, and below the Details panel, which contains the data for each file in spreadsheet format containing multiple selectable fields of data. The Details panel also includes a list, thumbnail, and timeline view, and a searchable comments field.

If an item is selected in the Details panel by double clicking on a row, the Previewer will open and you can view the item. If you use dual monitors you can drag the Previewer to the second monitor to increase the efficiency of your review. You can use the Previewer to view the item, view the item's header information, view its properties, check for duplicates, and flag the item for later production.

The Cluster Map enables you to quickly hone in on the items that contain multiple relevant search terms to accelerate the process of identifying key documents.

SEARCHING THE DATA

To search the data, you type in your search query into the search box. The box gives you the option of determining what to search. You can search in one or more of the following areas: text, title/subject, Summary and Description, Path and File Name, Authors and Email Addresses, Message Headers, and Comments. Simple word searches are supported, and a drop down menu in the right corner of the search box opens the Keyword Search Quick Reference that enables you to use conventional Boolean operators as well as fuzzy, proximity, and other more advanced search techniques.

To further refine your search, the Facets panel gives you a several tools to filter the data. Facets include Keyword Lists, Tags, MD5 Hash, Source, Location, Date, Type, Author, Email Address, Language, Size, and Features, and each category can be configured in a variety of ways to make your search as targeted as possible.

CLUSTER MAP AS A VISUALIZATION TOOL

Once the search is run, the Cluster Map feature presents a graphical view of the overall search results, and the relationship and overlap between the search terms is presented visually. Each term is represented by a cluster graphic that looks like a colored balloon. The actual number of items is presented as a number for easy reference. Where there is overlap a smaller cluster appears. Click on that cluster and the smaller set of search results appears in the Details panel. The Cluster Map enables you to quickly hone in on the items that contain multiple relevant search terms to accelerate the process of identifying key documents.

TAGGING

As you review individual items for relevancy you have the option of creating tags to assign to each item. You might use this technique to identify privileged items, or important items, or items to be produced. You can assign the tag while viewing the document in the Previewer or you can check multiple items in the Details panel and bulk assign a tag. Once your review is complete you can filter the tags to review a more refined set of items. Creating a "Produce" tag is a quick way to tag items for ultimate production as you work your way through the review.

EXPORTING YOUR SEARCH RESULTS

Once you have completed your review and determined which items you want for your production set, or for use in a litigation support tool, Intella has an Export wizard to help you. There are two basic export options:

1. Create PDFs of the results, either individual files for each item or one single file with all the documents. This export method is a great way to produce the electronic information in a usable electronic format if the intended recipient does not use any litigation support software.
2. Create a new PST file. Intella does not create a load file for each of the many litigation support products that are available. Instead, it creates a PST file of the results. Many of the litigation support or trial presentation programs that are in widespread use can support and/or convert PST files. Otherwise, service bureaus have the capability of taking a PST file and converting it into a native load file for a specific application.

It can search email, attachments, archives, headers, and metadata. Intella can group and trace email threads.

It can preview, cull, and de-duplicate the collection.

WORKING WITH EMAIL

One of the newest features added to Intella is the ability to search the email message ID in addition to being able to search by email address, subject, or date sent or received. The Message ID search enables

you to track and recreate complete email message threads. You can also use it to search in reverse to find the original sender of the first email in an extensive thread.

You can load a folder of materials, or individual PST, OST, DBX, NSF, or Mbox files plus IMAP accounts. Intella can also handle Word and PDF documents, PowerPoint presentations, and Excel spreadsheets.

MISCELLANEOUS FEATURES OF NOTE

Intella has a report wizard that you can use to create reports of the search results from the Details panel. Once you have the desired search results you can simply right click and export the report. You can save it as a PDF file, or export the data as a CSV file. You have the option of selecting which fields to include in the export file. This technique can be used to create a MD5 hash list for filtering and de-

duplicating data sets in other applications. It is also possible to export the Cluster Map as a PNG image for demonstrative evidence at trial.

Intella supports full and near- deduplication. Full deduplication is accomplished using MD5 Hash values, while near duplication is done using pattern analysis. You can toggle the near and de-duplication features on and off.

Intella also automatically creates an audit trail that contains a list of all user actions. Each activity is identified by date and time. You can export all activity and view it in Excel. Finally, Intella supports multiple languages, including Asian character sets.

PRICING AND SUPPORT OPTIONS

Currently, Intella costs \$2,695 per seat for 1-4 seats. The price drops per seat with increments of 5-9 or 10-19. Support is available by email. Once you've registered you also have access to Intella's support database and FAQs.

CONCLUSION

Intella offers an efficient solution for processing and screening large

volumes of raw electronic data. In particular, it offers a way to process and review raw PST files. It provides simple to complex search capability. The addition of visualization tools is an advantage over more traditional programs that offer only spreadsheet views. Intella is popular among both eDiscovery consultants and computer forensic examiners. Its widespread use in both areas is a testament to its versatility and strength.



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