



# Intella®

Process | Search | Filter | Produce. **Simple.**

Vound



## One of the world's largest health clinics puts Intella to work on 400,000 records

This clinic is a highly respected medical practice and research group. With 150 years of continuous service to patients, the clinic is one of the first and largest integrated, not-for-profit, medical group practices in the world. It employs more than 3,800 physicians and scientists and 50,900 allied health staff. In total, it has more than 60,000 members in the workforce.

### Challenge

The clinic's investigations and legal discovery team manage everything related to e-discovery for the legal department, performing all of the processes described in the Electronic Discovery Reference Model (EDRM) except presentation and trials. The team supports nearly 25 attorneys on issues ranging from commercial litigation to malpractice fraud to employee relations. Most of the work they investigate represents high-risk matters and potentially high losses for the clinic. Typically, the team is given a hypothesis for a compliance-related issue, government inquiry or other e-discovery request, and then asked to find relevant evidence by searching through the company's sensitive data.

Faced with increasing security concerns and complex regulation and compliance obligations, the clinic refreshes its forensics tools every three years to ensure that it has the most current and up-to-date technology. Since accuracy is paramount, the clinic uses multiple tools to double-check the accuracy of each forensics search in order to get the most complete picture of any given situation.

Forensic tools have to meet numerous criteria established by the clinic prior to adoption. They have to be easy to use, fully satisfy the clinic's compliance needs, and meet or

exceed a 90% accuracy standard. They also need to be highly scalable and robust enough to support the size and volume of cases facing the clinic on an ongoing basis. Finally, they need to be able to illuminate key custodial relationships and gather insights into conversations and topics quickly.

Prior to using Intella®, searching for conversations and subject matters had been a big challenge — especially given the size and volume of the clinic's cases. At any given time, the Clinic's legal department handles half a dozen cases, with more than 100 cases managed per year.

While the tools they had previously used could help them find the most appropriate conversations to review, they could not do so elegantly or simply. For example, to meet the clinic's 90% or better accuracy standard, the clinic employed various tools and ran multiple searches on each. This was a time-consuming process sometimes requiring the reallocation of resources from hours set aside for other matters.

### The Intella® Solution

After evaluating tools from Sherpa and Nuix, the clinic was introduced to Vound Software's Intella® at an HTCIA conference. The clinic found that Intella® would meet their stringent criteria, that it was intuitive and competitively priced. After thorough testing, the clinic concluded Intella® Professional would meet all of its forensics needs.

Intella® Professional, with its intuitive interface and feature-rich capabilities, now gives the clinic numerous options for searching more intelligently through relatively large amounts of data – sometimes 100 GB or more per case – in a short amount of time.

A spokesperson from the investigations and legal discovery team says, “We can push full cases into Intella®, especially ones where we don’t have to do hard drive analysis. It helps tremendously with our investigations. We are able to plug Intella® into cases as soon as we have document collections.”

For example, investigators are able to load loose documents and hard drive images into Intella® to get a quick overview of document collections and then drill down to identify the most relevant conversation strings through the use of Intella’s® Clustering and Social Mapping features.

## Features & Benefits

### Unique Visual Cluster Map

- Graphically depicts relationships between search terms
- Gives faster and deeper insight through data visualization.
- Powerful Social Graphing Tool
- Maps communication flow between e-mail addresses
- Provides a snapshot into individual conversation strings & relationships between custodians and topics
- Makes conversations easier to search for and understand.
- Excellent export management capabilities
- Easy to integrate with existing infrastructure
- Responsive documents exported in an instant

# Results

Beyond forensics, the clinic uses Intella® for a broad spectrum of other uses—including the review process. Recently, in an ongoing fraud matter, Intella® enabled the clinic to find relevant e-mails and social networking conversations in the case with records spanning over 10 years. Some 400,000 records including e-mail, social networking conversations and video were culled and an additional 15 custodians identified.

Overall, the clinic has found the biggest benefit to using Intella® has been the reduction in time needed to perform forensic searches on cases. With improved productivity the clinic can turn around cases much more quickly and provide a better client service than previously. The clinic also notes that Vound’s customer support has also been excellent, with consistently speedy, helpful responses to any issues or questions.



[www.vound-software.com](http://www.vound-software.com)

**Innovative, powerful, and simple – exactly the tools you need to conquer today’s data challenges and deliver world class results.**



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