



Fortune 500 Insurance Provider Leverages Intella for Email Review

The largest insurance providers in the U.S. with more than 50,000 employees providing services to 90 millions customers from its offices throughout the world.

Challenge

The company has all of the data challenges you'd expect from being one of the largest insurance providers in the U.S. Finding the right data can be quite challenging and can involve searching through dozens of legacy databases to find the documents being looked for.

The company's security IT team is viewed as the first line of defense as the business prepares themselves for the litigation process, and is responsible for security forensics, Internet reviews, Internet log files and imaging of all the data files in the organization. Typically they will work with employer relations and legal teams to handle special digital investigations often involving fraud, theft, forgery, employee misconduct and other issues.

The team is tasked with reviewing cases of suspected misconduct to determine whether the allegations are substantiated or not, researching potential cases before they reach the legal hold process. It is critical the team is able to process and find the right data quickly when determining whether a claim is truly defensible or not.

Before the company implemented Intella®, a variety of digital investigation tools from IBM Notes, Kroll and Guidance Software were used. However the company found that increasing amounts of time was being spent on the search for documents. Despite the fact that total data creation—especially in e-mail—had increased exponentially, it was clear the company hadn't invested enough in their information infrastructure, resulting in seemingly simple processes such as document retrieval taking far too long.

For e-mail review, the company used Lotus Notes which they found to be cumbersome, and finding the information their investigators were looking for was rarely a speedy process. To ease the handling of such large item searches, documents were often manually culled. Not only was this process extremely inefficient and time-consuming, sometimes taking days, it offered no guarantee that the data found was precisely what the investigator was looking for, leaving the possibility that documents were missed and potentially undermining the credibility and defensibility of the investigation.

The Intella® Solution

The company sought to find a digital investigation tool that would significantly reduce the amount of time being spent on e-mail review and could easily integrate with their existing infrastructure. Having reviewed several leading solutions, the company undertook a product trial of Intella® after viewing a demo at an industry conference. They subjected Intella® to a series of rigorous tests on their data and concluded it offered the best combination of speed, performance, ease-of-use and accuracy. Their high perception of the solution was also bolstered by Vound's industry-leading customer support.

Features & Benefits

Quickly search and analyze a broad variety of information resources

- Regardless of language or subject, Intella® handles many types of data including email, social media, cell phone data, attachments, embedded images, headers, metadata
- Review processes previously taking days or weeks reduced to only hours

- Sifting through data residing in e-mail attachments now a breeze, e.g. 10,000 instances of a duplicate image in attachments quickly culled to the 100 relevant instances.

User-friendly visual clustering and social mapping tools

- Investigators given an instant overview of data
- Conversations can be grouped and traced at a glance, quickly identifying most relevant evidence
- Hundreds of hours saved on 200 cases involving e-mail review

Advanced search capabilities for complex investigations

- Boolean searching, grouping, "fuzzy" searches, proximity searches, field-specific searches and single and multiple character wild card searching
- Returns highly accurate results yet remains easy-to-use

Ease of Use

The company found Intella® to be so user-friendly that no formal training was required when the solution was installed. This resulted in lower deployment costs and minimal maintenance effort. Non-forensic experts, including lawyers, human resources personnel, auditors and others, can process and search cases with little product knowledge without the need for technical support assistance.

High-Performance/Low-Cost Solution

The cost to purchase Intella® was significantly lower than other tools being considered, yet Intella's® capability to search terabytes of data was on-par with the more expensive digital investigations tools. Ongoing costs to manage and support Intella® have been kept to a minimum due to Intella's® low administrative overhead and unique pricing model which does not charge customers on a per gigabit basis.

Results

Intella® has had an immediately positive impact on the company by increasing staff productivity over the entire range of investigations conducted. The company found Intella® to be a highly user-friendly solution that delivers exceptional speed and performance levels. Less qualified investigators can be used to do much of the searching via a web browser, reserving specialized expertise for more complex cases.

Digital investigations are no longer a cumbersome process with the company now able to sift through e-mails and find the right information within seconds – a process that used to take hours.

Intella® has delivered the features and performance of a higher-end forensics or e-discovery review tool, but requires much less forensic expertise to generate high quality results and at a much lower cost. It easily handles the complex searches, large data sets, heavy caseloads and diverse forensic and e-discovery needs of a global insurance provider, yet is easy to use and highly accurate.

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