HAYSTACK

Unique Persistence

Blizzard, Bankruptcy, And Scattered Hardware Present Unique Challenges

Background: *For-profit university facing serious allegations.* HaystackID was engaged by an American Law Top 20 Law Firm to provide litigation services in a high profile national investigation centered on for-profit universities. Based on alleged misrepresentations, the case involved serious violations of students' rights. It became especially complicated when the school in question went bankrupt and was ordered to exit the premises immediately.

HaystackID Responds: *Single location for hardware storage and access.* As the pending investigation intensified, the HaystackID team was tasked with collecting all of the mission-critical servers, laptops and desktops from the for-profit school. This had to be done quickly enough to ensure all information was available should the state Attorney General's Office request the data.

Meanwhile, even more complex and serious trials for this project were being initiated. HaystackID became the point of contact for the firm and the client, providing 24-hour technical support for high pressure, deadline-driven requests.

HaystackID also supported the AG's comprehensive investigation with work-at-home troubleshooting for past employees of the for-profit school, a process that became key to the information. This required application support, home office network configuration, and much more.

HaystackID collected 75 work stations from one site and 200 from others throughout the United States. We ensured proper chain of custody documentation for each one and stored the computer devices in a secure location for later forensic recapture.

More challenges continued to impact the project, in particular was an historic blizzard that caused a catastrophic hardware failure at the co-location center. Our team quickly responded during this emergency to troubleshoot all related problems, such as finding ways around the the statewide travel ban. Within hours, HaystackID had returned the server back to working order, despite one of the most devastating winter storms to hit the area in decades.

Solution: *Complete turnaround inside of a week.* HaystackID completed the entire collection process within one week. Our team then set up those servers in a secure co-location facility equipped with a VPN connection to allow secure access for five C-Level employees from the school. We were able to recreate the network architecture within four days.

In addition, our team ensured that all relevant data was forensically collected prior to granting access to these executives. For this task, we used EnCase on-site, remote, logical, and physical solutions.

Outcome: *Dedicated support around the clock.* This case demonstrates that HaystackID provides much more than simple eDiscovery solutions. We're committed to supporting our clients 24-hours a day, 7-days a week. Our combination of extensive experience and deep expertise offers a decided advantage regardless of whether cases are large, small, dangerous, or complex.

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Learn More. Today.

Contact HaystackID today to learn more about how our highly rated eDiscovery consulting and services can enhance your ability to efficiently and economically achieve favorable investigation and litigation outcomes.

About HaystackID

HaystackID is a specialized eDiscovery services firm that helps corporations and law firms find, listen, and learn from data when they face complex, data-intensive investigations and litigation. With an earned reputation for mobilizing industry-leading computer forensics, eDiscovery, and attorney document review experts, HaystackID's Forensics First, Early Case Insight, and ReviewRight services accelerate and deliver quality outcomes at a fair and predictable price.

HaystackID serves more than 500 of the world's leading corporations and law firms from North American and European locations. Our combination of expertise and executional excellence, coupled with a culture of white glove customer service, makes us the alternative legal services provider that is big enough to matter but small enough to care. **Learn more today at HaystackID.com**