PINPOINT LABS

DIGITAL FORENSICS LEADER HAYSTACKID'S JOHN WILSON LEVERAGES HARVESTER CAPABILITIES FOR DATA-INTENSIVE EDISCOVERY IN 49 COUNTRIES

Overview

HaystackID, a trusted eDiscovery partner for more than 500 of the world's leading corporations and law firms, can attribute much of their success in the worlds of computer forensics and digital information security to the knowledge of their Chief Information Security Officer and President of Forensics, John Wilson, and his partnership with Pinpoint Labs' Harvester Portable platform.

A true veteran within the industry of data forensics, security, and analysis, Wilson has more than two decades of experience as a trusted advisor to both public and private companies, as well as providing regular consultation to the United States government. He has conducted computer forensics investigations nationally and internationally on behalf of law firms, companies, and governmental agencies including Fortune 500 companies, AMLAW 100 firms, US Senate Oversight Committees, the (SEC) US Securities and Exchange Commission and the (DOJ) US Department of Justice.

Wilson has actively participated in every aspect related to complex litigation and investigation when it comes to electronically stored information, far beyond merely testifying as an expert witness. Organizations rely on his expertise for choosing the right technological tools and resources for their data governance, data privacy, records management, electronic discovery, and policies and best practices related to the collection, storage, retrieval, and security of large volumes of data.

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We've gone into engagements where we needed to assess thousands of home directories, determine what folders needed to be collected, inventory those folders, and then turn around and collect the portions that have been identified as needed or relevant," Wilson said. "We can do that with Harvester Portable in an automated, cost-efficient method — all with a defensible approach as well. 'Defensible' is really key in the forensics world. That's probably the biggest secret to success right there.

WHILE SEARCHING FOR A SOFTWARE TOOL THAT WOULD MEET THE STRINGENT REQUIREMENTS OF HAYSTACKID'S PROJECTS, WILSON LANDED ON PINPOINT LABS' HARVESTER PORTABLE.

While there are many tools and resource platforms available in the digital forensics space, Wilson is all too aware of their limitations. He quickly recognized that his work at HaystackID required a more capable toolset that could run consistently and offer a repeatable process, regardless of the scope or collection size. The ability for a software solution to script a profile and modify to run 30 to 40 collections was an absolute necessity, as a representative HaystackID project can have up to 8,000 end points with source information in at least gigabytes and often terabytes. Required turnaround times are quick and can be as short as a few days.

AT A GLANCE

PROBLEMS LEAD US TO OUR SOLUTIONS

- *HaystackID needed a consistent, scalable toolkit and process for digital forensics collection that could support both drive- and network-based jobs*

- *Many platforms don't have the granular, yet user-friendly collection options within a cost-efficient, defensible tool*

- *Harvester Portable met all of HaystackID's needs and more, supporting fully compliant automated and self-collection processes at incredible speeds*

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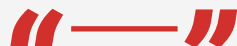
On a self-collection kit, we're able to create a harddrive that we can ship out, remote into that system, run Harvester, and do our process while monitoring throughout the entirety of the process. This provides significant cost advantages. We're getting good value with the support we need. Whereas other tools have gotten very egregious with their pricing, Pinpoint provides equitable and fair licensing costs.

WILSON SAID — NOT ONLY DOES HE SEE A MONETARY RETURN ON INVESTMENT, BUT TIME AND MANPOWER SAVINGS AS WELL. THE CUSTODIAN IS NOT TIED UP, NOR IS THE AMOUNT OF INDIVIDUAL SUPPORT NEEDED IN TERMS OF CLIENT RESOURCES.

Wilson also knew that any tool he chose would need to be able to account for searches that could include keywords, folders, date ranges, hashes for specific files or file names, or anything in a specific user path. On top of those requirements, his projects were going to have anywhere from 20 to 40 different legal custodians, so any tool would need to be user-friendly, work in a consistent yet versatile manner, and maintain legally defensible compliance within strict data regulations.

Harvester Portable's robust eDiscovery collection software allows companies to create self-collection kits, feature up to 38 terabytes per hour of data assessment snapshots, preserve file timestamps and metadata, provide the ability to keyword search loose files PSTs, OSTs and archives, and remain GDPR compliant. These are just a few of the features that explain why Wilson has leveraged Harvester's functionality in cases within 49 different countries. As Wilson states it, "The product runs standalone. You can run it from a drive with nothing installed on a computer. It runs quickly, consistently."

In terms of customer service, Pinpoint Labs has proven to be extremely responsive if a technical or licensing issue occurs. Wilson remarked that the support team "is great at unwinding pathways" and helping to provide workarounds when assisting with job ticket configuration. While other tools often couldn't offer the support needed to fully utilize the software, Pinpoint Labs has the expert knowledge and resources to make the tool as useful as possible for its customers.

The workflow at HaystackID is a hybrid approach—with jobs sometimes being completed on a drive or other times on the network. By using Harvester Portable, their team has seen a significant reduction in manual collection that consistently provides outstanding logs, including what was collected, what was skipped, and any exceptions that may have occurred during the collection process.

HaystackID continues to be a proud supporter and user of Pinpoint Labs' products. Wilson summarizes the relationship best by stating, "I love supporting Pinpoint Labs. It's earned that love. You've delivered a great product that does great work." To learn more about HaystackID, visit www.haystackid.com.

HARVESTER

→ PROCESS OST'S AND PST'S WITH 64-BIT OUTLOOK

→ SEARCH AND COLLECT FROM MICROSOFT EXCHANGE, GMAIL, YAHOO, OUTLOOK.COM, AND WEBMAIL VIA IMAP

→ REMOTE DISCONNECTION WITH AUTO RESUME

→ MULTITHREADED

→ EARLY DATA ASSESSMENT REPORTS

→ KEYWORD FILTER LOOSE FILES, ATTACHMENTS, ARCHIVES, AND EMAIL

→ SEARCH MULTIPLE TIMESTAMPS

→ HARVESTER 'ESI' EASY VAULT (CUSTODIAL DRAG AND DROP WINDOW)

→ DENIST AND DEDUPE AT POINT OF COLLECTION

→ PORTABLE AND SERVER VERSIONS