

Designing profitable services to reduce time and costs for eDiscovery and compliance

Help customers facilitate efficient compliance, rapidly respond to legal requests, and ensure relevant data remains unaltered

Challenges

Data itself has become more complex when considering explosive growth, structure, and use. The adoption of cloud services has fragmented the storage across an ever-increasing set of providers, subcontractors, geographies, and jurisdictions, making responses to eDiscovery and compliance requests a challenge. With data being stored across multiple clouds and silos, it can be a costly exercise to not only respond to legal and compliance requests in a timely manner but also streamline the datasets for external legal review. Without the correct means to conduct rapid and precise eDiscovery and compliance tasks across your entire data environment, you run the risk of higher costs associated with extended search and review times and a higher chance of incurring fines for non-compliance.

4%

global annual revenue or €20M is the maximum fine for violations of the EU's General Data Protection Regulation (GDPR) in 2020¹

\$4.68B

in penalties for non-compliance actions imposed by the SEC in 2020²

\$10.4B

total amount of fines imposed on global financial institutions for non-compliance in 2020³

Compliance risk

All organizations are subject to regulations and policies. Public sector organizations are also open to public scrutiny with FOIA (Freedom of Information Act) or Public Records requirements. Most organizations perform audits and investigations of one form or another. These can all represent compliance, legal or financial risk to the organization.

To support these actions, an organization must often prove that they responded to actions in a correct and defensible manner. This requires collecting ESI (electronically stored information) from data custodians and from other sources.

If organizations don't have the ability to properly enforce a defensible deletion strategy (deleting old data to avoid exposure) and a means to follow a proactive preservation method (to guarantee trust in the data for legal purposes), this will only lead to increased risk and cost in the event of a compliance breaches.

¹ <https://gdpr-info.eu/issues/fines-penalties>

² <https://www.sec.gov/files/enforcement-annual-report-2020.pdf>

³ Compliance Week – Report: Fines against financial institutions hit \$10.4B in 2020

Go beyond backup and recovery, and help customers avoid:



Financial loss caused by data breaches



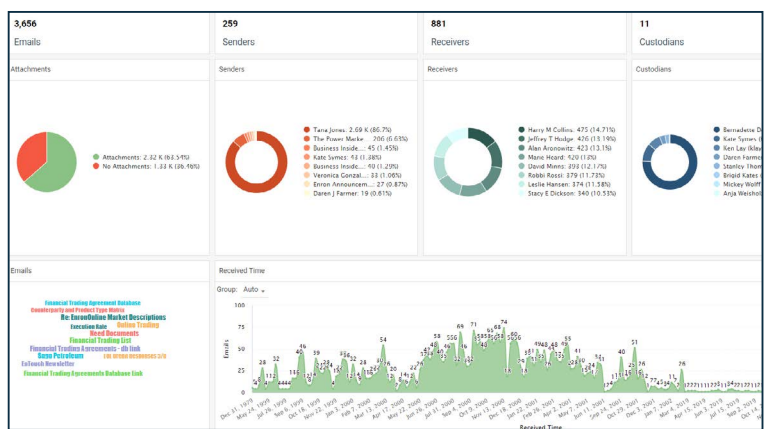
Relevant data (evidence) being destroyed during an investigation or legal matter



Significant time and effort spent responding to audits, investigations, eDiscovery or public records requests.

Commvault® eDiscovery & Compliance

Commvault® eDiscovery & Compliance provides a fast, efficient, and scalable data collection solution with means to quickly collect electronically stored information (ESI) – including emails and documents for investigations, legal and compliance matters, and Freedom of Information Act (FOIA) / Open Records requests from immutable backups, assuring a trusted chain-of-custody. This is achieved through the simplicity of a single user interface, providing streamlined data review via advanced keyword search capabilities and self-service eDiscovery & Compliance operations with joint IT and Legal collaboration.



The use of immutable backups provides a proactive preservation method that ensures data cannot be accidentally or intentionally deleted, assuring chain-of-custody of the ESI. It also allows ESI queries and data collection for any relevant custodians and storage locations over a large period of time, for specific terms, metadata, or other advanced search criteria.

As the collected ESI assets are added to case folders, Commvault provides an additional layer of preservation (as legal hold) to ensure that any case folder contents collected from backups are not deleted due to backup retention policies. Cases can be refined to add or remove assets depending on relevancy to the matter and can allow teams to classify, tag, and annotate to reflect their analysis of materials. The case can also be exported in a variety of formats used by 3rd parties or external systems.

For those organizations using external legal counsel who charge for the amount of data they review or the time spent reviewing it, significant savings can be realized by providing faster results with a more refined (smaller) data set to review. This translates into direct savings.

The end result of this is a discovery process that can be performed quickly, producing relevant results from huge amounts of content generated over long periods of time that can be trusted for their chain of custody in the context of a legal proceeding.

What's in it for MSPs:



Up-sell/cross-sell by offering a service to facilitate efficient compliance and expedite eDiscovery tasks by streamlining the collection, review, and export of ESI.



Expand selling opportunities by driving conversations about compliance, eDiscovery and risk with non-backup stakeholders such as security officers and compliance officers.



Opportunity to reengage with existing customers to sell additional services. Grow your business by offering compliance and eDiscovery capabilities across a customer's entire data environment.

Become the trusted advisor to help customers reduce time and costs for eDiscovery and compliance, and build your data governance services with a trusted industry leader.

Solution capabilities

Capabilities	Details
Assure that relevant data is unaltered	<ul style="list-style-type: none"> Proactively preserve ESI from immutable backups to ensure that original data cannot be lost or modified Create legal holds to ensure the case folders and their contents survive default data retention policies Assure chain-of-custody and trust in the data for legal and compliance purposes
Facilitate efficient compliance	<ul style="list-style-type: none"> Automatically capture data for custodians or file locations based on rules, search criteria, and content filters Streamline operational efficiency for data collection through supporting of one-time, scheduled, or continuous operations Reduce risk by automating defensible deletion of obsolete ESI
Streamline data review via advanced keyword search capabilities	<ul style="list-style-type: none"> Simple search interface across email and file data sources, leveraging advanced techniques (e.g. fuzzy, proximity) on content and filtering of email/file metadata Improve compliance and eDiscovery tasks with enhanced review tools such as tagging Simplified multi-format data export for use with external systems and teams
Reuse data from backup sources	<ul style="list-style-type: none"> Data has to be collected for backups anyway. Use that data for investigations Dramatically reduce times for collection of ESI with pre-indexed backups
A data collection solution from a single pane of glass at a massive scale	<ul style="list-style-type: none"> Streamlined integration with archiving and retention policies Role-based access to dashboards and operations ensures the right users have access to insights and management tools for each data source Dashboards can therefore be shared appropriately between IT, legal and business users in order to share decision making All actions and access leave an audit trail to track back to changes made

Commvault products also support the creation, customization, and integration of dashboards, workflows, and integrations with a simple, yet powerful, set of tools and APIs packaged with Commvault software.

Building new services with Commvault is easy and lucrative



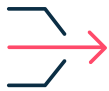
Drive more strategic conversations with your customers. Speak with additional business stakeholders to solve problems beyond backup and recovery.



Diversify your service portfolio with a partner you already trust and technology you already know.

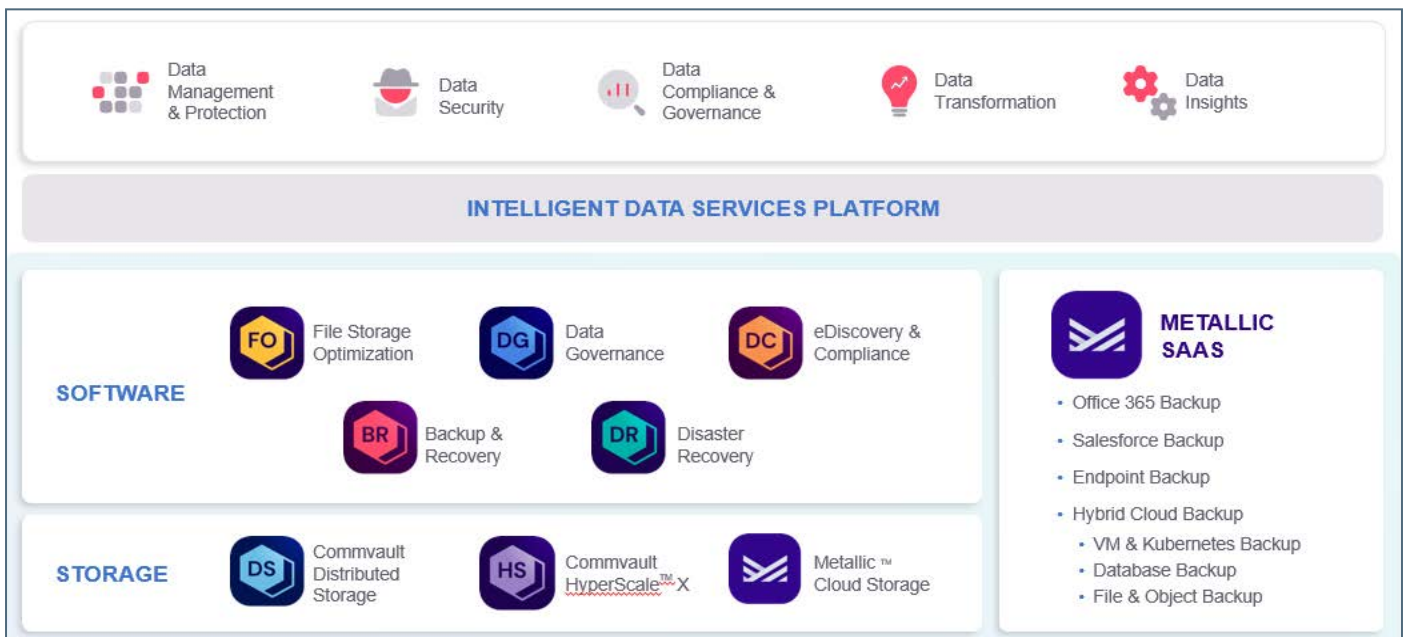


Extend your role as trusted customer advisor by aligning with customer’s compelling events and strategic initiatives.



Launch new service lines quickly, onboard new customers with ease and realize revenue sooner than ever.

Expand your intelligent data services portfolio using [Commvault® File Storage Optimization](#) to eliminate redundancy, lower costs, and reduce risk for your data, and [Commvault® Data Governance](#) to define, find, and manage your sensitive data.



Commvault’s Intelligent Data Services Platform provides a future-proof architecture, unified experience and flexible service catalog capabilities that are delivered by you. Whether you own the infrastructure or are moving to cloud-delivered services, Commvault’s Intelligent Data Services Platform gives you data visibility and availability across the industry’s broadest workload coverage giving you and your customers peace of mind.

Learn more about Commvault’s [Intelligent Data Services for Managed Service Providers](#).

To become a Commvault Managed Service Provider today, [click here >](#)