



Case Study: Internal Threat Investigations

Energizing Investigations in the Energy Sector

Client Challenge

Our client, a global leader in the oil and gas industry, continually faced internal threat investigation requirements across multiple divisions and departments. These investigation requirements, ranging from internal fraud and theft to employ misconduct, became increasingly challenging for the client to address given the growing volumes of employee work product to be considered, the disparateness of data formats and systems, and the accelerating need to be able to make preliminary post-incident risk assessments within hours of incident identification.

Routinely needing to perform investigations on activities and events within hours and days (not weeks) to maximize risk mitigation, the client sought to transition from a highly manual investigation workflow using first-generation investigation technology to a highly automated workflow using the latest generation of automated investigation technology. Also, the client sought a cloud-based solution that would allow remote access from remote geographic areas and remove any burden on their internal network access without sacrificing data security. Finally, the client sought an investigation capability that would efficiently support and integrate with existing workflows and downstream compliance and legal discovery practices.

CloudNine empowers business and legal professionals with investigation automation software and professional services that simplify audits, investigations, and litigation for corporations and law firms.

The company's flagship offering is its cloud-based, Software-as-a-Service (SaaS) delivered, simplified investigation automation software, also known as CloudNine. This investigation automation software streamlines the audit, investigation, and discovery process for business unit leaders, compliance managers, and attorneys and is currently used by more than 50 of the top 250 Am Law firms as well as extensively used in many of the world's leading corporations.

CloudNine Solution

Working directly with members of the client's information security, audit and compliance teams, CloudNine assessed the workflow and technologies used by the client and proposed an automated private cloud-based solution that allowed the client to maintain the integrity of its workflow without the constraints of manual processes or the challenges of integrating existing and legacy technologies. The solution, CloudNine's simplified investigation automation technology, a SaaS-delivered, web-accessible, full-featured investigation review platform that enables users to upload and process data from any remote location immediately and begin advanced searching and reviewing of data within a couple of hours, was selected after the client completed their vendor evaluation and due diligence process. The client based their selection of CloudNine on the three primary factors of *ability*, *flexibility*, and *security*.

Key Client Decision Factors

- 1) The **ability** of CloudNine to address the task and process requirements of company audits, investigations and eDiscovery from a single, integrated, and fully automated easy to use SaaS platform.
- 2) The **flexibility** provided by the CloudNine pricing model that allows for the purchase of a volume-centric enterprise subscription enabling the client to have complete transparency and predictability of costs and precisely bill back usage to their internal departments.
- 3) The **security** provided by the CloudNine operated protected cloud data center infrastructure that delivers the benefits and efficiencies of public cloud environments with the additional security of a protected and private cloud environment.

Upon company-wide implementation of CloudNine, the company immediately was able to address and complete time-sensitive investigations within 24 hours of initiation at a speed that was previously unattainable. The speed, simplicity, and security of CloudNine directly contributed to the client savings of more than \$1 million dollars during the first year of implementation.

Additionally, based on the eDiscovery capability of CloudNine, the transition between audits and investigations into traditional eDiscovery review was accelerated, increasing the efficiency across departments. The validation of CloudNine as an effective eDiscovery tool by an independent third-party legal technology and risk management consulting firm coupled with court approval for the use of CloudNine as part of the client's eDiscovery process directly contributed to widespread acceptance by the client's in-house and outside counsel of CloudNine for the execution of core eDiscovery tasks. This user-driven acceptance allowed the company to realize additional savings and billing efficiencies from CloudNine's predictable pricing model while benefiting from a full-featured investigation automation platform for tasks ranging from ingestion, processing and filtering to review and production.

Results

An Approach that Dramatically Impacted Audit, Investigation, and eDiscovery Decision Cycles

The power and precision of CloudNine's simplified investigation automation enabled the client to decrease investigation lifecycles from months to weeks. This capability directly contributed to the ability to address over 50 cases and six terabytes of data within one six month period. Additionally, based on the speed of initiation and acceleration of time to decisions, the client was able to investigate and address one major fraud complaint in a fraction of the time it would have taken with previous processes. This speed allowed the company to make prompt, time-sensitive decisions that directly impacted the financial and operational integrity of the enterprise.

An Offering that Remains Viable in the Face of Changing Economic Situations

Operating in a sector highly influenced by changing international financial and geopolitical factors, the implementation of CloudNine has allowed the client to address the balance of market expansion and contraction actions ranging from compliance investigations to contract termination litigation within the framework of a scalable, predictable, and flexible pricing structure. Additionally, based on the quality of technology and support from CloudNine, the client is well positioned for continued business continuity in the area of audits, investigations, and eDiscovery regardless of current economic conditions.

A Cost Saving Efficient Solution

CloudNine's ability to understand the specific technology and business goals of the client and to deliver an appropriate solution for accelerating the effectiveness of audits, investigations, and eDiscovery allowed the client to realize a monetary savings of more than \$1 million dollars during the first year of implementation. Also, based on enhancement of task workflow and corporate billing processes, the company was able to increase its efficiency in addressing investigation and eDiscovery challenges while decreasing costs.

CloudNine Solution Snapshot

CloudNine delivers a secure, web-accessible, SaaS-delivered investigation platform that allows clients to immediately upload, review, and produce electronic documents from one place within minutes.

Typical use cases for CloudNine include:

- **Investigations** (Compliance, Finance, Human Resources, IT, Legal)
- **Litigation** (Law Firms, Legal Departments)
- **Audits** (Compliance, Finance, Human Resources)

Key offering attributes include:

- **Speed**: Fastest investigation automation and access available.
- **Simplicity**: Fewest number of management and technology integration points.
- **Security**: Most Secure SaaS implementation with a private, protected cloud.
- **Services**: Technology augmented with a full professional services portfolio.

CloudNine augments its automation software with a complete portfolio of professional services ranging from discovery consulting and computer forensics to managed review and technology-assisted review.

Try CloudNine Today.

Signing up for a free trial of CloudNine is as simple as visiting the CloudNine website (<http://eDiscovery.co>), registering for your free account, and beginning to use the power and precision of simplified investigation automation in your litigation, investigation, and audits efforts.

Learn More.

Contact us by phone at 713.462.3885, by email at info@eDiscovery.co, or online at <http://eDiscovery.co>, to learn more about how CloudNine can enhance your discovery, investigations, and audits starting today.

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