



CASE STUDY

Remedying a Potential Leak of Company Information

When a power company had an internal data security incident, Data Breach Discovery™ helped it meet legal obligations and keep its data private.

Situation

A regional power company experienced an internal data security breach in which a number of file servers and email accounts were accessed and potentially compromised. The response provider identified the issue after investigating unusual activity occurring across several internal systems. The company determined that eight email accounts and three departmental file shares were involved, totaling approximately 65,000 emails, attachments and documents.

Solution

Working closely with the company's IT department, the team began the process by identifying and interviewing several employees who had potentially been affected. They detected 25,000 files that contained potentially private information, possibly requiring notification letters to individuals, government agencies or regulatory bodies.

DATA BREACH DISCOVERY™

For this case, the process included:

- **Data identification**
- **Custodian interviews**
- **Detecting what data required notification letters**
- **Assessing documents with private information**
- **Determining which documents needed further review or investigation**
- **Capturing relevant data points**
- **Deduplication**
- **Providing clean list of individuals requiring notification with summary**
- **Supplying comprehensive list of company's account numbers and other information that needed further action**

The set of documents with potentially private information was then assessed, and it was determined that a significant portion of the documents contained handwritten information that required detailed review. The team further established that certain company account numbers, while not legally considered private, were confidential to the company and needed to be investigated. The potentially responsive set was then organized for efficient review and data capture.

The team's consultants and reviewers rapidly captured the relevant data points from the document set. The team deduplicated the resulting list of affected individuals and provided the client with a clean list of individuals requiring notification, as well as a summary of the states involved. The company was also provided with a comprehensive listing of its own account numbers and other identifying information for further action by the general counsel's office.

Success

The combination of the right experience, adaptable workflows and the ability to recognize suspicious patterns within the data allowed the team to complete the investigation within two weeks. The client received actionable intelligence that enabled them to both meet legal obligations and remedy a potentially risky leak of private company information.

BIA'S MISSION, VISION AND GUIDING PRINCIPLES

Mission:

We strive to exceed our clients' expectations, to never stop learning and innovating and to keep our guiding principles central to everything we do.

Vision:

To solve even the most complex eDiscovery needs with an unrivaled blend of outstanding customer service, talented professionals, innovative technologies and superior workflows.

Guiding Principles:

- **Service Excellence** – Clients are our #1 priority.
- **Client Protection** – Defensibility and security are in our DNA.
- **Team Collaboration** – We build truly effective teams.
- **Transformative Solutions** – We create order from chaos.
- **Industry Leadership** – We lead by example.
- **Continuous Education** – We understand the importance of education.