Top Global Car Manufacturer

This global auto manufacturer lacked a comprehensive information management and eDiscovery solution.

SOLUTION

ZL UA
Discovery Manager

The customer was able to establish universal data governance across the organization, allowing its eDiscovery team to implement:

True Global Search Across 27 Countries

Real-Time Legal Holds

Selective Archiving of 33+ Million Messages

Top Global Car Manufacturer

Background

The customer has pioneered the automobile industry, providing efficient and affordable transportation. As a world leader conducting business and facing potential litigation in 27 countries, the customer needed a solution that could fulfill the strenuous legal requirements facing top manufacturers today.

The Problem

Prior to ZL Tech, the customer experienced challenges with their manual eDiscovery process in four key areas:

Early Case Assessment: The customer wanted to bolster its early case assessment and improve their initial data collection process. Their previous method relied on a tedious IT workflow that required excessive manual work to search, copy, and move data to a secondary location for eDiscovery and lifecycle management. This process had to be manually repeated for each and every custodian, dramatically slowing down ECA and eDiscovery requests.

Data Preservation: The customer's original eDiscovery method was further cumbersome and incomplete because there was no means of ensuring data preservation. There was a window of time before data was collected in which users could potentially delete messages, leaving the customer at risk of hefty spoliation fines and charges.

Legal Holds: Individual custodians generated new emails daily that needed to be collected and preserved. The customer lacked an automatic legal hold process; IT had to constantly coordinate with legal to ensure all data was up-to-date, relevant, and complete.

Adopting Microsoft Office 365: The customer wanted to move to a cloud email platform and incorporate Office 365 into their existing information management framework. However, the customer was concerned that the transition to Office 365 would disrupt and complicate their eDiscovery process. Additionally, Office 365's native retention capabilities were not sufficient for complete and defensible information management.

ZLTECH

KEY BENEFITS

- Single platform for all eDiscovery processes, from legal holds to preservation and collection
- True comprehensive early case assessment enabled by rapid search across all enterprise documents
- Advanced legal hold capabilities that are applied in real-time, closing preservation gaps
- Full compatibility with O365 deployment
- Scalability allows ZL UA to easily meet the needs of the Global 500 customer's data volumes

YEARLY STATISTICS

111 million
Journaled messages
190k / 24 hours

224 million
Archived messages
61k / 24 hours
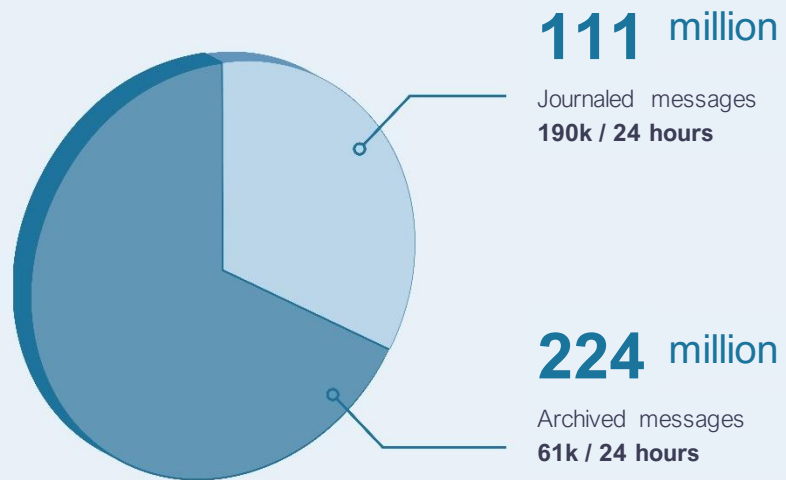
The Solution

After a thorough evaluation of other solutions in the market, the customer chose ZL Tech because of its scalability, flexibility, and functionality. ZL Discovery Manager was deployed worldwide, providing the customer with:

Universal Retention: The customer is now able to proactively preserve and manage data by utilizing ZL Tech's unified archive that captures records for retention, collection, legal holds, and early case assessment.

True Global Search: ZL Tech's full text indexing of all archived data allows the customer to conduct comprehensive, global searches in a matter of seconds. The customer's legal team leverages this universal search from day one for early case assessment, allowing them to devise legal strategies based on all archived enterprise data, rather than a narrow sample set.

Real-Time Legal Holds: The customer can now apply real-time legal holds, eliminating preservation gaps, accidental deletion of custodian data, and risk of spoliation. ZL Tech allows users to apply holds, send notifications, track responses, and distribute reminders all through one platform. These measures ensure defensibility as custodians are not only informed of their duties but also have their actions reconciled by the legal department.

Microsoft Office 365 Integration: ZL Tech can work in a wide variety of data types and email configurations, including extensive integration with Microsoft products such as Office 365. The customer was able to switch email platforms without interrupting their existing services and ZL Tech rolled out email journaling for immediate data capture for full eDiscovery defensibility.

⬤ ZLTECH

Learn how
ZL Tech can streamline your
information management process

Early Case Assessment	True Global Search	Real-Time Legal Holds
Universal Control	Cloud, On-Prem, and Hybrid	Selective Archiving

Learn more at zlti.com

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Leader
Gartner
Magic Quadrant

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