



Pinpoint Labs

Case Study

Client of Pinpoint Labs' SafeCopy Proves Image- File Was 100% Valid to an Uncertain Attorney



With more than 15 years of litigation support experience, Lynell Phillips, owner of Phillips Computer Forensics, provides top-notch expertise to clients of diverse backgrounds. She serves law firms and sole practitioners primarily in northern California. Lynell became a passionate advocate of e-Discovery and computer forensic services during her time at Fast Track Litigation Support. She says, "Working for a full- services litigation support company such as Fast Track Litigation Support is tough, because it can be difficult for the company to be profitable when certain divisions generate lower margins." She adds, "e-Discovery and computer forensics have higher profit margins than other litigation support offerings." Inspired by such challenges and the potential for e-Discovery and computer forensics growth, Lynell branched out on her own, and has now become widely recognized in the industry.

After starting Phillips Computer Forensics in 2004, Lynell quickly realized that to protect herself and her clients, she needed a software program that would be able to accurately copy data and metadata of files, folders and documents.

"I needed to be absolutely certain that the data I started with was the same data that I ended with. Windows throws out long paths and essential metadata when files are copied."

-Lynell

She investigated free copying software tools to do just that, but found them to be complicated and unreliable. Then, she investigated Pinpoint Labs' SafeCopy in 2006 after recalling a demonstration of a similar product conducted by Pinpoint Labs' President and CEO, Jon Rowe for Fast Track Litigation Support.

The defaults in SafeCopy were set ahead of time by knowledgeable product engineers, making the interface user- friendly. Also, it could defensively copy data including metadata, hash values and time- stamp fields. It could automatically resume jobs despite network outages, and was available to the end user in a self-collection kit, making SafeCopy user-friendly and inexpensive.

"After using SafeCopy1, I was immediately hooked. I recommend it to professionals who regularly need to do self-collection for a single set of files quickly. It can run up to 100 gigabytes/hour."

-Lynell

Lynell can't say enough about reliability and accuracy of the program. For example, Lynell once encountered a difficult situation with an attorney.-

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The attorney called her, worried that an image file sent to the firm six months prior was corrupted, because it couldn't be opened on his computer. She recalls, "By reviewing the SafeCopy logs, I was able to 100% confirm that what I sent was accurate and complete." It turned out the attorney didn't have the proper forensic software to view images uploaded on his computer, which was easily fixed. Everything turned out okay and everyone was happy.



"Pinpoint Labs has always provided me with great service for a product that works very well. Everyone is pleasant and very responsive and quickly resolves issues."

- Lynell

She continues to be a loyal client of Pinpoint Labs.

For additional information regarding Phillips Computer Forensics, please visit www.phillipscomputerforensics.com. For additional information regarding Pinpoint Labs or Pinpoint Labs' Products, please visit www.pinpointlabs.com.



SafeCopy

- Select from multiple data sources (file shares, individual files or file list)
- Supports paths greater than 255 characters (up to 32,000 characters)
- Resumes automatically after network outages
- Multithreaded
- 100% file copy verification (Using MD5 has comparison)
- Preservation of file system time-stamps and metadata
- Filter by file extension (inclusion, exclusion and use file extension)
- Filter by date range
- Runs from server, external USB or NAS device
- No installation required

Powerful ESI Collection Software

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