



Pinpoint Labs

Case Study

With 50+ e-Discovery and Information Security Cases, Ridgeback Venture Group Adds Harvester To Essential Tool Arsenal



Eric Fleckles is a strategic- technology, information-security and e-Discovery expert extraordinaire. He has over 20 years of IT experience working in various industries. He gained valuable education and work experience, including a Master of Science in Information Systems and Telecommunications Security at Hawaii Pacific University and over 13 years of experience managing technology for one of Hawaii's oldest and largest law firms. This accumulated expertise inspired him to take on the Principal Advisor role at his own company: Ridgeback Venture Group.

Ridgeback focuses primarily on e-Discovery and Information Security for a multitude of legal and non-legal clients throughout Hawaii. Eric assisted several law firms on more than 50 cases over the past several years by providing early case assessment, defensible and forensic collections and examinations, data culling, review and production. In addition, he can't wait to explore Harvester further by using the ESI "Easy" Vault, which allows him to drag and drop relevant files, and utilizing the excellent customer service for upcoming challenges.

Recently, the e-Discovery Special Master for the Circuit Courts asked Ridgeback Venture Group to serve as the neutral forensic collection expert, and provide protocol development, defensible and forensic collections, data culling, and production assistance focused primarily on eight custodians.

Eric needed to swiftly come up with a defensible tool that could copy and filter highly- classified and confidential information of the involved custodians. Initially, he tried using a popular, complex forensic data- collection tool, but found it to be bulky, difficult to configure, and unreliable. After much trial and error, Eric began to research a tool that would be able to do what the initial tool couldn't.

He recalls, "I remember receiving an email from a small company, Pinpoint Labs, who was advertising a full- feature collection product. And I immediately went through the website with a fine-toothed comb, examining all Harvester features- but still I felt undecided." He continued, "I ended up grilling a software engineer and for every question I had, a knowledgeable answer was provided." By the end of the conversation, Eric decided to buy a Portable Harvester License to accomplish the tasks at hand.

"On this particular project, many people were involved, which created communication barriers. As the case progressed, the discovery goals periodically changed. As a result, I had to start and stop jobs, test many keyword searches, dedupe across multiple data sets and pull lots of new relevant documents. However, Harvester was there with me every step of the way, making the challenging situation manageable."

- Eric

After the three-month project, Eric felt as ease due to the success with this difficult case.

For additional information regarding Ridgeback Venture Group, LLC, visit www.rbkvg.com. For additional information regarding Pinpoint Labs, visit www.pinpointlabs.com

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