



Pinpoint Labs

Case Study

Triage Data Relies on Pinpoint Labs Harvester for Targeted Data Collection



Since 2000, Triage Data has become a leading-edge document and litigation support company that provides a valuable resource to law firms, corporate counsel, corporations and governmental departments through the many services offered. Such services include: scanning, coding, eDiscovery, secure web hosting services, software training, project management and more.

For defensible data collection and preservation, Triage Data has come to rely on Pinpoint Labs' Harvester.

“This tool has been exactly what my clients were asking for- something to quickly and easily gather data from a computer while maintaining valuable metadata and folder structure.”

– Johanna

Johanna Mustapic, founder and president of Triage Data Solutions, gained valuable experience as a paralegal serving many governmental departments and the private sector before creating a thriving litigation support business that has been going strong for almost 20 years. Johanna's ability to understand the issues facing her clients, and to recommend and provide support on a variety of software programs, have been strong contributing factors. Johanna says, “My staff is amazing. We aren't a huge company, but I think that is why we have so many loyal clients. We are responsive and have a wealth of knowledge that our clients rely on.”

On a recent project, Johanna and her team helped a client extract the most relevant files from within more than two terabytes of data on their network by utilizing Pinpoint Labs Harvester. They utilized key features such as keyword searching, date ranges, limiting results by file type, deNesting and deduping while maintaining a chain of custody, hash values, and timestamps. The keyword search criteria on this particular project included 35 phrases, 1 proximity search and several wildcard searches.

“One feature that made the project time- efficient and cost- effective was the ability to stop and resume jobs at any point. Due to time constraints, it was necessary to stop the process- part way-

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through enumeration and collect relevant documents from the file list so the review team could start looking at responsive documents.” She continued, “Being able to see how many documents Harvester was finding while it was still searching proved to be helpful, because it showed the client how much they were saving in collection and review.”

All in all, the project took just over two weeks to complete. Rather than the client having to pay someone to review the initial two terabytes of data, Harvester narrowed that down to about 25 gigabytes of relevant files. Johanna says, “Even though this type of project is fairly complicated, Harvester has an interface that is clean and easy to navigate. And support at Pinpoint Labs is second to none. They are very responsive and always call me back after an email, just to make sure my questions are answered clearly.”

“Because Pinpoint Labs creates helpful products and has great support, I would recommend their software to anyone needing to find data on a computer system- especially in legal cases where preservation of metadata and file structure is extremely important.”
– Johanna

Triage Data continues to be a loyal client of Pinpoint Labs.

For more information about Triage Data, please visit www.triagedata.com. For more information about Pinpoint Labs or Pinpoint Labs’ Products, please visit www.pinpointlabs.com.



Harvester

- Process OST’s and PST’s with 64-bit Outlook
- Search and Collect from Microsoft Exchange, Gmail, Yahoo, Outlook.com, and Webmail via IMAP
- Remote disconnection with auto resume
- Multithreaded
- Early Data Assessment Reports
- Keyword filter loose files, attachments, archives, and email
- Search Multiple timestamps
- Harvester ‘ESI’ Easy Vault (Custodial Drag and Drop Window)
- DeNIST and Dedupe at point of collection
- Portable and Server Versions

Powerful ESI Collection Software

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